



Toshiba Tec Case Study

Customer Overview

As part of the global giant Toshiba Tec Corporation, Toshiba Tec UK is a leading supplier of information technology and office equipment. They provide products for various industries including logistics and trade, as well as the public sector including health and service.

The Challenge

Toshiba Tec's Service team had been using an outdated, legacy system for many years. It was not offering enough capacity to keep up with their business requirements and ever-changing IT trends. It was becoming increasingly difficult for the team to carry out simple tasks using the system, making them resort to emails and other slow, time-consuming processes. The legacy system also had an impact on their internal processes because the information available to employees was limited – again, this resulted in excessive manual intervention.

The Benefits

To keep up with growing business needs and modern IT requirements, a new system was needed, one which would help streamline their internal processes. It needed to provide a more efficient reporting system, improve visibility of useful internal data, and offer a more proactive, self-service based approach to customer interactions. Crucially, improving customer interactions would help to dramatically reduce their Average Handle Time (AHT) for customer queries and allow the team to work more efficiently.

Nicole Schloegl, the Service Director at Toshiba Tec, had previously worked with ServiceNow and understood that it would be an ideal solution to their business needs. The flexibility of the platform was a particularly attractive asset as it would allow everything to be administered in-house and through the enablement of their own internal staff. Through the engagement of an experienced partner the implementation of ServiceNow would be straightforward: once relevant staff had been trained, a smooth transition between systems would be possible.

The Solution

ServiceNow recommended that Toshiba Tec use Unifii as their implementation partner for the platform. The Unifii team had a successful track record of delivering ServiceNow implementations for companies of a similar size and structure to Toshiba Tec, and they were confident that the project would be a success with Unifii. A large amount of development work was undertaken, and Unifii ensured the results were exactly aligned to the customer's expectations – the team's extensive knowledge of the platform proved invaluable.

At the heart of the successful project delivery for was the excellent working relationship that developed between Toshiba Tec and Unifii. A high attendance rate for all workshops delivered by Unifii also enabled the customer team to be as educated about the ServiceNow platform as possible.

Due to the extent of the manual processes Toshiba Tec's legacy system relied on, there were several initial challenges whilst transitioning to the new ServiceNow system. The Unifii team were keen to take on this challenge and ensured there was clear communication with the customer throughout.

Nina Sgroi, the Unifii Project Team Lead, ensured that her team maintained a bespoke and personalised approach to the project, making recommendations based only on solutions that would benefit Toshiba Tec's specific processes.

During the project, two go-lives were completed. Once Unifii had finalised the ServiceNow implementation, there was complete visibility of internal data and the ability to share these insights with customers (helping to keep their customer service team accountable). Staff could now enjoy access to information and data they had previously struggled to view, and the difference in the level of detail was exceptional.

Nicole Schloegl was impressed with the service Unifii provided to Toshiba Tec:

"The Unifii team exemplified true partnership and a one-team approach. This really drove the success of the project and helped us deliver everything on time."

In total, 38 enhancements were made for Toshiba Tec, the most crucial of these being the increase of automation and the new use of self-service. The helpdesk teams are now able to prioritise tasks and tickets depending on the criticality of the issue or the customer; prioritisation of this kind was purely manual before.

Toshiba Tec's transition from an outdated system to their streamlined new ServiceNow platform was a complex project that constitutes a significant customer success story in Unifii's portfolio.

