



ESS/Compass Group improves requests efficiency by focusing on UI features.

Compass is a world leader in catering and support services, employing more than 500,000 people in 50 countries. Locally in Australia Compass employs 10,000 people, working in more than 478 locations.

Each day, thousands of people wake up to a hot espresso, sit down to a school or university lunch, or dine on a meal in an aged care facility that's been prepared by Compass. Far out of town, workers and personnel in remote mining accommodation villages, on oil rigs and at defense camps, enjoy hearty nutritional meals prepared and served by a Compass company.

At hundreds of sites around the country, Compass are looking after vital cleaning, security, and routine maintenance, as well as building and operating remote campsite facilities and villages. Even at the end of the day and into the night you'll find us hard at work - in front of house receptions, on security detail, and looking after laundry and linen services.

The Key Drivers For Service Portal

Compass was already using ServiceNow and wanted to build a portal to use onsite for their external customers to lodge requests for their services. For example, a gold mining client would use this portal to raise requests with Compass for all facilities and services needs that run out of the mine site. This new portal is where they would now go to launch request incident.

Industry

Facilities Management & Catering

Employees

10,000

Products

Service Portal

Challenges

- No current system in place
- Not user friendly
- No content in system

Results

- Process efficiency improvement
- Friendly and nice looking UI
- Automation on backend



A look at the unique design of internal navigation screen of the Service Portal

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Key Outcomes Desired

The focus of this project was on creating a good looking, user-friendly User Interface. There was a huge focus on getting the style of the portal right and making sure it worked across all mobile applications.

Enables ServiceNow Implementation Strategy

The implementation included the SAIF approach undertaken by our team:

- Onsite workshops for requirements
- Mock up of all user stories
- Working onsite for the first week closely with PM to refine the look and feel of portal as different to out of box as has animations and tweaks
- We then onsite one day a week to show them what we have and guiding them through the changes.

The 'resolvers' would have been the receptionists at the different client sites and their internal team trained them. The end users were also then sent a marketing campaign run by the Compass internal communication team about how to use the self-service portal.

The total period of time for this project was three months.

Key Benefits

The key benefit of implementing the Service Portal at Compass has been the increase in efficiency across the requests for facilities and services for Compass' external clients and improving the UX with a very slick UI. There have also been these measurable results:

- Increased efficiency due to Self-Service
- Increased efficiency in processes
- Receptionists not handling tickets as they are now automatically assigned
- Tickets are now assigned automatically to different work areas

Extra UX Functionality Benefits

- We also put organisational structure mapping which showed who their managers and up line managers were showed pictures of each person all due to automation on the backend.
- We were also able to add extra functionality into the UI including animation and tweaks to improve the User Experience.