

brightfin

CASE STUDY

Self-service options drive
down costs and increase
operational efficiency



Challenge:

For MSC, one of North America's largest industrial equipment distributors, maintaining multiple support channels for their end users was costly and inefficient. They pinpointed **excessive expenses were linked to the operation of call centers** designed to assist employees with simple tasks.

Reliance on the call center was due to inadequate self-enablement resources, compelling employees to opt for assistance over independent action.

Actions taken by Brightfin

- **Built on Now:** Implemented applications, workflows, and processes directly in MSC's ServiceNow environment. Integrating into existing IT infrastructure, tables, and templates delivering a fully catered self-service platform for end users and program administrators.
- **Data Accuracy:** Through automation, Brightfin loads carrier invoice data and audits through ServiceNow HR data and UEM integration syncs. **Combining multiple data sources to ensure accurate inventory and assignments.**
- **End User Enablement:** The Brightfin platform allowed their entire fleet to easily manage day to day requests using pre-established approval processes and familiar systems being Built on Now. End user dashboards are kept accurate and actions tailored based on pre-determined permission levels.
- **Offboarding:** Brightfin workflows allowed for implementation of an automated employee offboarding process. Triggered by User Feed status change, previous manual employee separation tasks to suspend line, wipe/retire actions in UEM, and equipment return instruction are systematically delivered.

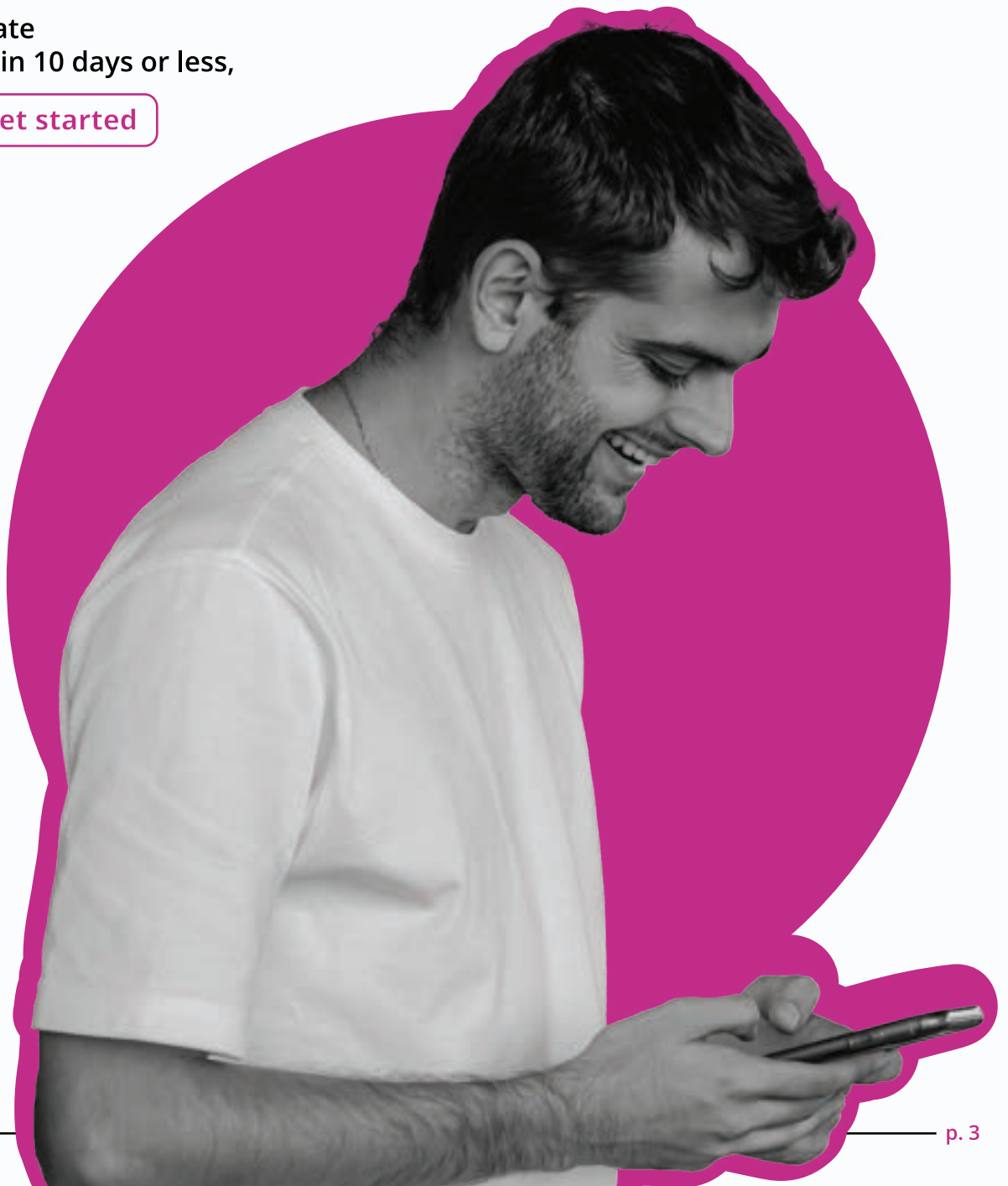


Results:

Upon implementation, MSC saw an immediate 40% reduction in Service Desk calls. End **users were empowered to manage their own actions** without the need for assistance. Utilizing the intuitive platform, processes were simplified and automated.

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your carrier spend in 10 days or less,

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**reduce expenses,
increase efficiency &
gain full spend visibility**



natively built on ServiceNow



**Managed
Mobility Services**

- + Invoice processing, reporting & analytics
- + Mobile device inventory management
- + Audit & optimization w/ dispute management
- + Bill pay
- + Help desk
- + Procurement
- + UEM admin & asset synchronization
- + Lifecycle management
 - » Staging & kitting
 - » Seed stock management
 - » Reverse logistics



**Telecom
Expense Management**

- + Invoice processing, reporting & analytics
- + Fixed inventory management
- + Audit & optimization w/ dispute management
- + Bill pay
- + Help desk
- + Procurement
- + Contract management & negotiations
- + Benchmarking



**Cloud
Expense Management**

- + Invoice processing, reporting & analytics
- + Inventory management
- + Audit and dispute console
- + Bill pay
- + Help desk
- + Kubernetes integration