![VividCharts logo]

![GlideFast consulting logo]

WHITE PAPER

SERVICENOW SPM REPORTING

HOW GLIDEFAST ELEVATED THEIR CLIENT EXPERIENCE VIA SERVICENOW REPORT AUTOMATION

Read on to discover GlideFast's evaluation of AOR – VividCharts' Automated Operational Reporting plugin for ServiceNow

WHAT IS AUTOMATED OPERATIONAL REPORTING (AOR)?

Operational reports are key to understanding how different areas of the business are performing against set KPIs.

When you automate your ServiceNow operational reporting by utilizing a tool in-platform, your reports will always be live and on-demand. Build your report templates once and then scale by applying that template to as many records as you want.

ABOUT GLIDEFAST CONSULTING

An Elite ServiceNow Partner that specializes in delivering exceptional solutions on the ServiceNow platform.

Their extensive experience in ServiceNow, combined with unwavering commitment to customer success, sets them apart from competitors and enables them to deliver successful outcomes for every client.
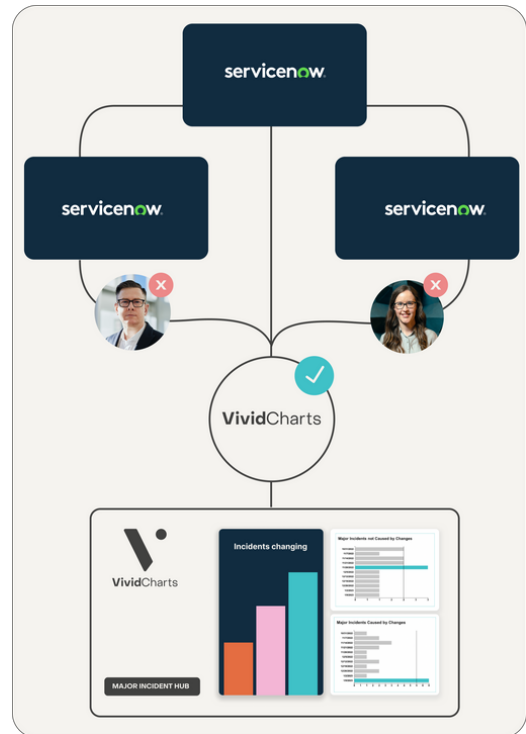
![VividCharts logo]

Executive Summary

GlideFast heavily relies on ServiceNow for managing client-facing projects, utilizing the SPM suite for scheduling, managing RACI, and crucially, status reporting. The out-of-the-box status reports lacked visual appeal, making it challenging to convey critical information effectively. The reports were exported to PDF, limiting client access and hindering collaborative engagement. Customizing reports was time-consuming and required ServiceNow developers, impeding agility.

Key Drivers for Change

- **Scalability:** With a growing organization, GlideFast needed a solution capable of handling an increasing volume of status reports efficiently.
- **Standardization:** Ensuring consistency across client interactions and project managers was paramount to maintaining professionalism and client satisfaction.
- **Client Experience:** The existing reports were visually unappealing, hindering effective communication. GlideFast aimed to enhance the client experience by presenting data in a more organized and visually appealing manner.

The Transformation with VividCharts

Partnership and Planning

GlideFast partnered with VividCharts and collaborated closely with their customer success team. Workshops were conducted to define requirements, and a roadmap was established for implementation. VividCharts demonstrated a commitment to success from the foundational steps, instilling confidence in GlideFast.

Pilots and Rapid Implementation

To ensure a seamless transition, GlideFast opted for a two-part pilot approach. The first pilot was up and running within three weeks, showcasing the scalability and ease of the VividCharts platform. Standardized templates with the GlideFast branding were created, and train-the-trainer sessions ensured the entire team was equipped for success.

Key Outcomes & Benefits

Scalability
VividCharts enabled GlideFast to handle the growing volume of status reports effortlessly. Standardized templates provided a central location for management and easy modification without extensive technical involvement.

Standardization
The platform allowed GlideFast to create and maintain baseline templates, ensuring consistency in client-facing reports. The ability to make real-time changes without a formal development cycle streamlined the process.

Client Experience
VividCharts transformed the dull, hard-to-follow reports into visually appealing presentations. The data was organized in a way that stood out, enhancing the overall client experience. Customization options, including branded cover pages, further elevated the visual appeal.

Efficiency
The time savings were significant for engagement managers. Tasks that previously took hours were now completed within minutes, thanks to the ease of use and flexibility of the VividCharts platform.

Impact on Development Team

VividCharts significantly reduced the burden on development teams, empowering them to focus on more strategic areas of the business. The freedom to make real-time changes without extensive development cycles improved overall operational efficiency.

Automated, In-Platform Status Report Example
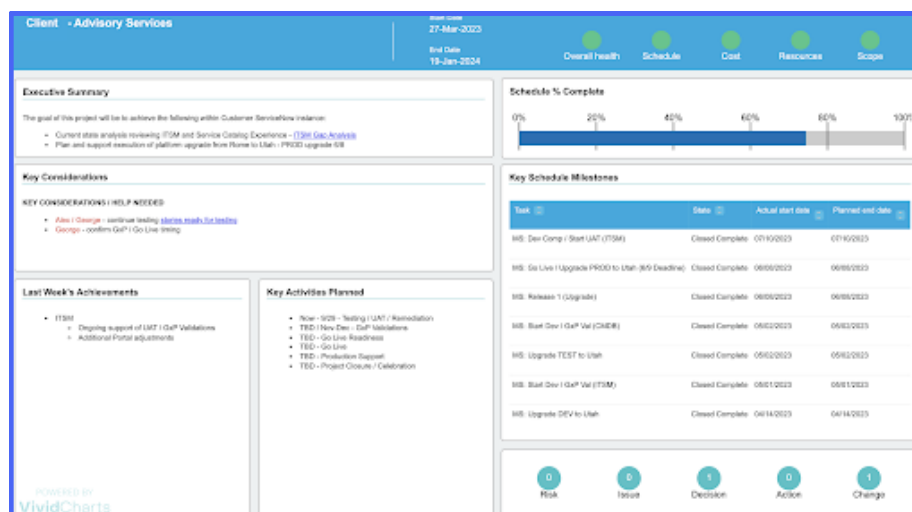
Impact & Future Iterations
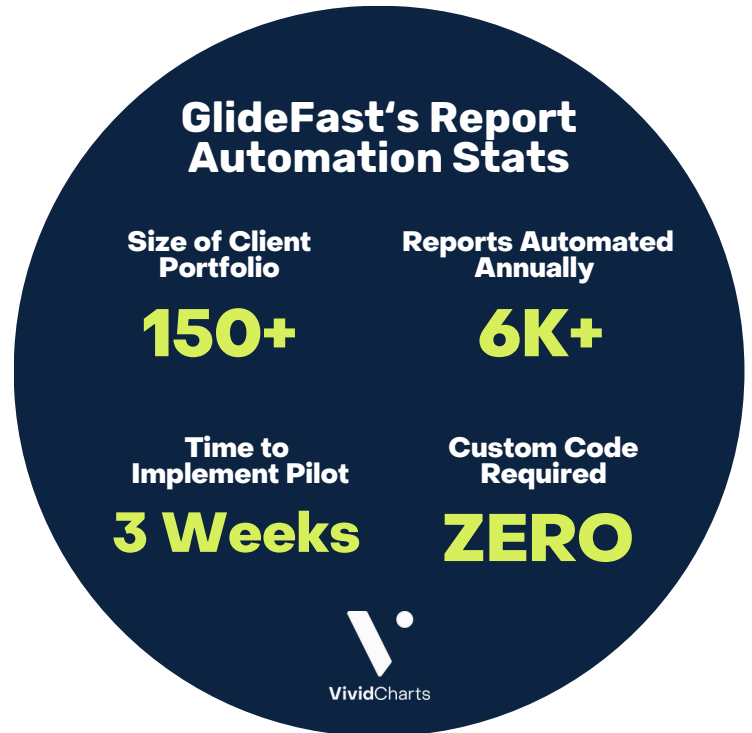
User Feedback & Client Responses

Both internal engagement managers and clients responded positively to the transformation:

- **Internal Engagement Managers:** Expressed excitement about the professional and clean look of the reports. Appreciated the ease of use and the visualization of data.
- **Clients:** Reported time savings in interpreting reports and commended the improved quality and presentation. One client mentioned significant time savings in creating their own reports for senior-level meetings.

Future Iterations & Enhancements

GlideFast envisions continuous improvement with VividCharts, exploring possibilities such as:

- **Visualization of Budget Data:** Iterating on the visualization of complex budget data to provide clients with clearer insights.
- **Automated Delivery:** Exploring automation options for scheduling and sending reports, reducing manual intervention and further enhancing efficiency.
- **Enhanced Reporting for Remote Services:** Leveraging VividCharts for reporting on GlideFast's remote services, ensuring clients receive relevant and concise updates without unnecessary details.

GlideFast's Report Automation Stats

Size of Client Portfolio
150+

Reports Automated Annually
6K+

Time to Implement Pilot
3 Weeks

Custom Code Required
ZERO

VividCharts

" It looks so good

- GlideFast Engagement Manager

VividCharts

VividCharts Platform

The VividCharts Difference

- **Streamlined user interface**
- **Automated slide decks with live data**
- **Intuitive design control**
- **Advanced charting capabilities**

Finally, a ServiceNow reporting platform that offers all the design flexibility and chart options of a traditional reporting tool.

And because VividCharts is native to your ServiceNow instance, you'll never have to export data to manipulate in another reporting platform ever again!

Discover the only ServiceNow reporting platform that is easy to learn, intuitive to use and allows for true automation of your most critical business reports.

Platform Features

Intuitive Slide Editor

An in-platform slide editor that lets you automate your most complex report presentations.

Polished Viewer Experience

Allows you to present branded, high-quality dashboards and slide decks to your teammates and leadership directly in ServiceNow.

Curated Collections

Summaries of records that need to be presented in the same way, all in an easy-to-digest tile format.
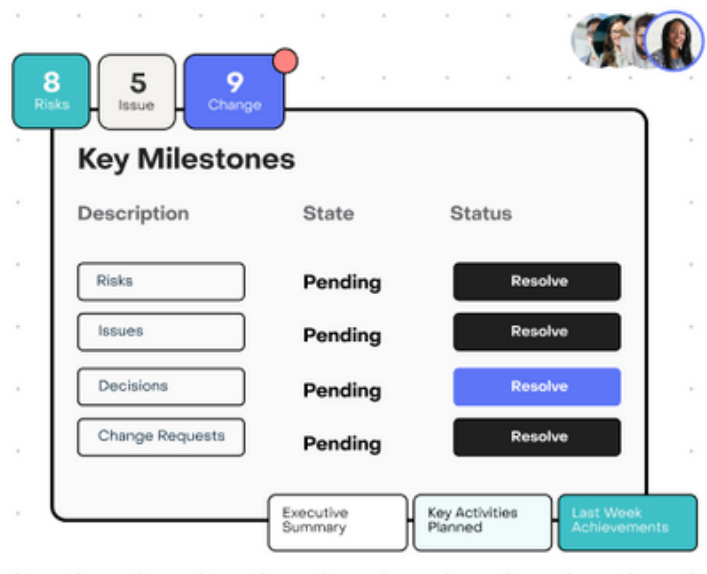
Tailored Reports

Categorize the types of reports you need for different stakeholders, leveraging the right tools for each.

Process-Specific Chart Library

Unlock an expansive chart library, with specific chart types for different ServiceNow modules.

High-fidelity Exports

Sometimes you need a high fidelity PPT or PDF export. For those stakeholders who refuse to try new things!

We're always innovating.

- **Growth:** We are always iterating on the VividCharts platform to ensure we meet the needs of our current and future customers.
- **Expertise:** We have a full staff of developers who specialize in making high-value updates to the platform on a regular cadence.
- **Feedback**: Our customers know their feedback is priceless and we are always striving to delight them with new features and chart types.

VividCharts

Ready to automate your ServiceNow Reporting?

Book a personalized demo wtih Rob Walsh, our SVP of Sales, here.

Sign up in our live demo hub, hosted in ServiceNow, to see report examples in-platform.

Check out more case studies, webinars and build workshop on our YouTube channel.

Follow us on **LinkedIn** and never miss a live event or product release!

www.vividcharts.com