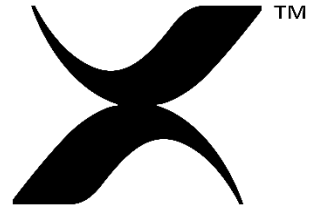


# Dexian Successfully Transforms ERP/ServiceNow Support for Improved Customer Satisfaction



## **PROBLEM:**

The client faced a multitude of issues: poor customer satisfaction, fragmented management, missing SLAs, unresolved tickets, and inadequate process documentation.



## **SOLUTION:**

A scalable ServiceNow team implemented standardized procedures, workflows, and an SLA-driven ticketing system, along with call scripting, to streamline operations.



## **OUTCOME:**

Service improvements were evident: first-call resolution had risen steadily, tickets were routed efficiently, SLAs were met or exceeded, and customer satisfaction surpassed 90%.

**CASE STUDY:**  
Transportation

## **CLIENT INFORMATION:**

An independent airport authority, created with the consent of the United States Congress to oversee management, operations, and development of the two major airports serving the U.S. Capital