



World Vision Australia focuses on service excellence on their digital transformation journey

Client name: World Vision

Location: Australia

Industry: Not-for-profit

Challenge

- Remove roadblocks to digital transformation caused by outdated and costly IT support model
- Reduce backlogs and improve resolution times for service requests
- Improve user perception of the IT department

Solution

- Bring in DXC Technology as strategic implementer and service provider
- Implement a digital enterprise service management solution with DXC's Horizon Enterprise Service Portal
- Provide a self-service foundation for additional corporate functions

Results:

- Implemented centralised platform for service automation and enhanced visibility of requests and services
- Improved user experience and customer satisfaction through capabilities for self-service, self-diagnosis and progress tracking
- Increased productivity through more efficient issue logging and resolution
- Laid the foundation for enterprise-wide digital transformation

World Vision is a worldwide community development organisation dedicated to working with children, families and communities to overcome poverty and injustice. As a not-for-profit (NFP) organisation, the important work that World Vision Australia (WVA) does relies on the support of generous Australians, and it works hard to ensure all resources are used as efficiently and effectively as possible to bring maximum support to those in need.

As part of a broader digital transformation and organisational change program being driven by the CEO, Claire Rogers, WVA embraced a project to modernise IT service management at an enterprise level. As a social innovator with a proven track record of helping organisations adapt to the tech-disrupted economy, Ms. Rogers is passionate about WVA realising significant internal transformation to ensure creativity, agility and sustainability into the future.

Employees at WVA have always focused on the organisation's mission, preferring to invest their time in servicing their beneficiaries and supporters, rather than in learning the ins and outs of an internal IT service management system. Therefore, WVA began looking for technologies that were intuitive and easy to use and would minimise the amount of time spent on IT support – for both the employees and the service desk.

A new service management portal would accomplish the initial goal of enhancing user experience and IT efficiency. However, with the ultimate goal of rolling out even more corporate functions in the future, WVA would need a broader service delivery platform. This need dictated a strategic approach to the initial service management project from the outset.

Streamlining the implementation

DXC Technology's global ServiceNow practice is the largest and most experienced ServiceNow implementation partner, both globally and in the Australia and New Zealand region. As a ServiceNow Global Strategic Partner, DXC is dedicated to the ServiceNow platform, and DXC's innovative service portal offering, Horizon, was seen as the ideal approach for WVA. It would not only facilitate implementation for IT service management, but also maximise enterprise value by offering the opportunity to support more business functions in the future. With a strong track record of working with and understanding NFPs, DXC created a true partnership with WVA, ensuring value and effective knowledge transfer for future internal self-sufficiency.

Branding the service portal was an idea embraced early on, and the acronym, RUBEN (R u better equipped now) was selected based on the name of one of WVA's most popular support people. DXC helped define and bring the brand to life, focusing on a fun and contemporary look and feel which has proven extremely popular and engaging with users. An exciting launch party was organised, with the 'real RUBEN' as a special guest, and users only able to reserve a slice of the massive 'go live' cake via the new self-service portal.

Tim Barber, Account Manager for the DXC practice said, "We operated alongside the internal WVA team, using ServiceNow with our innovative Horizon

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Darren Caspersz

ICT Procurement Manager,
World Vision Australia

Enterprise Portal to accelerate implementation of the IT service platform while facilitating the digital journey. Change management to ensure user adoption was also key to RUBEN's success. If the users didn't know about the solution, or how to use it, then it wouldn't thrive. We've taken WVA to the next level by helping create a centralised, modern self-service portal which is saving time to solve IT issues and enabling increased focus on business-critical work. At the same time, we're helping to underpin the broader digital transformation by ensuring the foundation is solid.”

Enhanced user engagement and experience

Leveraging DXC's expertise, WVA seamlessly transformed its old ways (manual processing, low visibility of issues, and users accessing support via email, phone and in person) to a modern digital experience. RUBEN has provided WVA with a platform for IT support service automation and has achieved many major benefits including increased transparency and visibility of requests and services, enhanced user experience and engagement, and self-service capabilities for the staff. With faster responses, processing, and resolution of IT requests, IT support staff concentrate on helping employees, rather than logging and reporting on issues. The new searchable knowledge base with self-service access to information facilitates self-diagnosis and resolution of many minor issues for customers.

With processes automated, users receive faster acknowledgement of issues lodged and ongoing ticket status updates (which are also user searchable), so the load on IT staff is significantly reduced – while users have 100 percent visibility.

Darren Caspersz, ICT Procurement Manager from WVA said, “Our support desk technicians are saving significant time logging problems, reporting on problems and generally providing a better service to customers. Users are very engaged and happily using the portal. In the first two months we have achieved a reduction in request-based phone calls from 450 to 200, which will further reduce down to zero this month when users will log 100 percent of assistance requests through RUBEN.”

Caspersz continued, “We have quantified some savings around this and estimate approximately 40 hours per month already. This equates to around five-man days across the support desk per month, which at this early point in the project is an extremely positive sign. We do expect this to increase significantly over the coming months.”

The solution has also had a profound impact in terms of creating a positive identity for the IT team, in particular the support desk, which in turn has substantially enhanced customer perception. As self-service is expanded to other areas of the business, such as HR, Finance, Property and Legal, WVA expects to see the benefits increase, with a much more consistent experience across the organisation.

Learn more at www.dxc.technology/au/servicenow**About DXC Technology**

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