

**Customer:**

State Railway Operator

Location:

Australia

Industry:

Travel, Transport & Hospitality /
Public Sector

State railway on track with optimised employee self-service portal

This state-owned Australian railway operator manages local and long-distance passenger services, as well as owning and maintaining rolling stock and thousands of kilometres of track and related infrastructure.

With a large and distributed workforce, the organisation is focused on delivering services efficiently and sustainably to create value for its customers.

Legacy portal struggled to scale

The employees of this state-owned railway operator were finding it challenging to access information and support with its existing ICT portal. Documentation for service processes was inadequate leading to confusion and delay. Failure to capture detailed employee requirements was causing further delay. Staff had to send emails or make calls to complete or follow up requests, and finding the information they needed for their day-to-day duties was clunky and time-consuming – all of which was contributing to low self-service adoption levels.

The railway operator had an out-of-the-box ServiceNow portal that was originally established to service IT requests from within the business. Without a clear strategy in place, it had grown rapidly to include many other business functions such as HR, legal, finance and marketing.

There were multiple entry points to the portal from other systems and finding information and executing processes was becoming unintuitive for users.

Continually onboarding new self-service processes by piggy-backing on the original IT function was no longer viable.

With its existing portal no longer fit for purpose, the railway operator needed a vision and clear roadmap for a single view of self-service that could scale to an enterprise level, enabling employees to efficiently self-serve.

Transforming self-service

DXC Technology was selected to support the organisation based on its extensive ServiceNow experience and successful track record of transforming employee self-service utilising a human-centred design approach.

The new portal is a significant improvement on the legacy solution. Thanks to its human-centred design principles, the railway operator's staff can now fully self-serve without the need for training or having to seek further assistance.

DXC's Practice for ServiceNow guided the railway operator in establishing a holistic vision and roadmap for creating an optimised enterprise self-service solution incorporating a tailored, leading-edge design.

During the concept phase, DXC undertook a current state analysis on the legacy IT portal to identify user pain-points and areas that lacked design consideration. To address the shortcomings, a design for the optimised enterprise portal was proposed which incorporated a new and holistic information architecture designed to simplify user navigation.

DXC also re-engineered some of the ServiceNow portal's complex content management processes which helped simplify the process for non-technical content owners to maintain and publish content. This optimisation brings the ServiceNow portal in line with the simplicity of the content management processes of other platforms such as SharePoint — a core application in use throughout the organisation.

Optimised user experience

The new portal is a significant improvement on the legacy solution. Thanks to its human-centred design principles, the railway operator's staff can now fully self-serve without the need for training or having to constantly seek assistance with their day-to-day tasks.

E-commerce-like enhancements include the display of recommended requests and articles, revamped catalogue and knowledge taxonomy, an optimised ticketing solution where tickets can be filtered quickly and statuses are readily available; all of which enables employees to easily discover and navigate to what they're looking for.

Through enablement and knowledge transfer sessions, together with comprehensive documentation provided by DXC, the railway operator's admins and content owners are able to own downstream activities such as the creation of new portal content and the maintenance of existing material.

A bespoke portal analytics application was also delivered providing the railway operator's admins with simple and clear metrics around the portal's self-service adoption performance.

Since the go-live of the new portal, the railway operator has realised significant employee uptake and engagement:

- 27.5% increase in self-service traffic (3 months after the portal's second release)
- 95.2% of IT requests submitted via self-service (1 month after release 3)
- 63.5% increase in viewership to HR's Knowledge Base (1 month after release 3)
- 19.8% increase in viewership to ICT's Knowledge Base (1 month after release 3)
- 96.9% of Marketing requests submitted via self-service (1 month after release 3)
- 89.2% of Legal requests submitted via self-service (1 month after release 3)
- 88.1% Asset Management requests submitted via self-service (1 month after release 3)

Since the go-live of the new portal, the railway operator has realised significant employee uptake and engagement.

- 8.8% increase in HR requests submitted via self-service (1 month after release 3)
- 8.2% increase in regional ops requests submitted via self-service (1/2 month after release 3)
- Large volumes of clicks recorded on suggestive popular requests/articles lists for each month after the portal's initial release

By harnessing the full potential of the new ServiceNow solution, and with the newly gained visibility on the enterprise portal's performance, the railway operator will continue to optimise employee experience and increase self-service adoption.

Learn more at
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