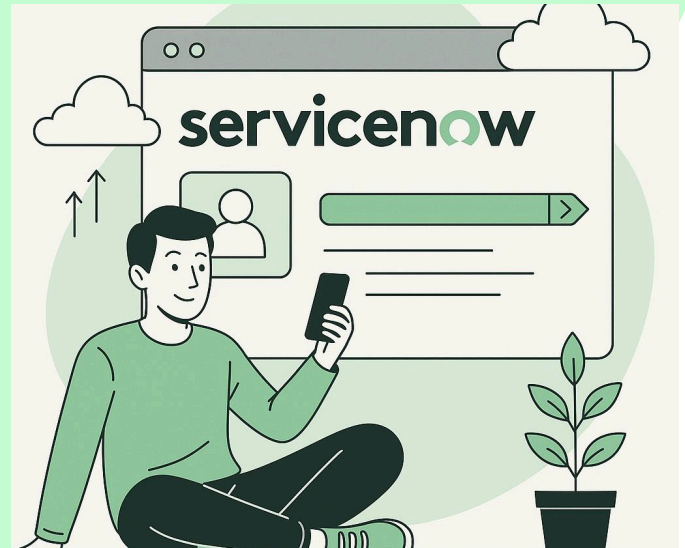# Transforming Commercial Cleaning Services with ServiceNow

Project Summary

Project Type: Web Portal, Mobile App

Status: On Going

A leading commercial cleaning company sought to modernize its operations by implementing a digital platform using ServiceNow. The company provides a wide range of cleaning services for offices, industrial sites, and public facilities. Through the new portal, clients can easily request services, schedule cleanings, and receive real-time updates, while internal teams benefit from streamlined workflows and improved issue resolution.

The Challenges

✓ **Fragmented Service Request System:** Clients faced difficulty submitting cleaning requests due to inconsistent channels and lack of a centralized interface.

✓ **Delayed Issue Resolution:** Manual and siloed processes led to delays in handling urgent maintenance or service complaints.

✓ **Scattered Operational Knowledge:** Employees and clients struggled to find standard procedures, safety protocols, and service guidelines in one location.

✓ **Cumbersome Scheduling Processes:** Booking routine or emergency cleaning services required back-and-forth communication, causing inefficiencies.

✓ **Limited Access to Compliance and Safety Information:** Health and safety updates, certifications, and training materials were difficult to track and distribute.

✓ **Lack of Real-Time Updates:** Clients were not receiving timely updates about service status, technician arrivals, or post-service reports.

✓ **Disconnected Systems:** The company lacked integration between request portals, payment systems, calendar tools, and field service management tools.

The solutions:

- ✔ **Unified Service Request Portal:** A mobile-responsive ServiceNow Service Portal enables clients to submit cleaning requests, select service types, and monitor progress in real time.

- ✔ **Efficient Issue Resolution with Incident Management:** A streamlined support system powered by Incident and Request Management ensures issues are triaged, assigned, and resolved promptly.

- ✔ **Centralized Knowledge Base:** Safety procedures, compliance documentation, cleaning protocols, and client onboarding materials are organized and accessible through ServiceNow Knowledge Management.

- ✔ **Intelligent Service Catalog:** Clients can easily schedule recurring cleanings, one-time deep cleans, or emergency disinfections via an intuitive catalog that integrates real-time availability.

- ✔ **Compliance & Safety Hub:** A dedicated section in the portal allows employees to access safety training videos, submit compliance checks, and track certifications.

- ✔ **Automated Notifications & Alerts:** Clients receive real-time updates via SMS/email for technician arrivals, service completions, and invoice readiness.

- ✔ **Integrated Ecosystem:** Seamless integrations with payment processors (e.g.-Stripe, PayPal), CRM tools, and calendar platforms streamline booking, billing, and follow-up.

Tech Tack:

ServiceNow Modules Implemented:

- Service Portal
- Service Catalog
- Knowledge Management
- Incident Management
- Request Management
- Virtual Agent
- IntegrationHub
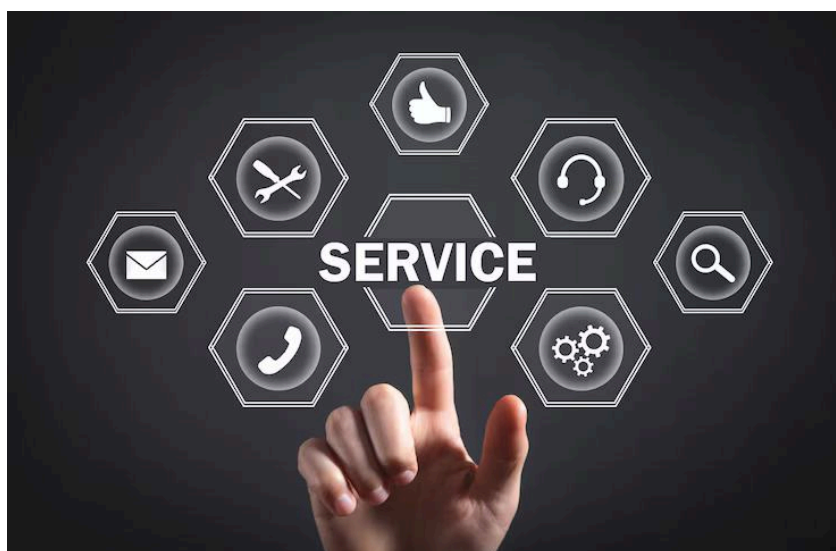
Result

- ✔ **Streamlined Client Experience:** The ServiceNow portal provided a single touchpoint for clients to request, track, and review services significantly improving engagement and satisfaction.

- ✔ **Faster Response Times:** Incident and Request Management, aided by the Virtual Agent, reduced service delays and ensured timely issue handling.

- ✔ **Improved Operational Visibility:** Centralized knowledge empowered staff and clients with instant access to standard operating procedures and compliance materials.

- ✔ **Optimized Scheduling and Resource Allocation:** The service catalog enabled better time-slot management, minimizing overlaps and improving field technician utilization.

- ✔ **Enhanced Safety and Compliance Adherence:** Easy access to training and certification materials ensured field staff met strict regulatory requirements.

- ✔ **Proactive Client Communication:** Real-time notifications and updates reduced no-shows, improved transparency, and boosted client trust.

- ✔ **Simplified Payments and Reporting:** Integration with financial tools streamlined invoice processing and payment tracking, enhancing back-office efficiency