

Transforming Fonterra's shared services experience



16x

Portal adoption increase

549K

Cases for ServiceNow solutions annually

14K

Hours freed up annually due to efficiency gains

Business Challenge

- Due to heavy customization of an existing platform and creation of numerous avenues for employees to make requests, most requests occurred via emails, creating a laborious workload for agents

Solution

- Fonterra re-platformed its ServiceNow instance, leveraging out-of-the-box configurations to create a unified portal for employees to request IT or shared services, with requests efficiently routed to the right teams

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We have an employee whose been with Fonterra for over thirty years and described it as the best thing he's seen in those thirty years implemented within Fonterra, and the best thing since Google!

Jamie Taylor, GM, Service Management and Growth, Fonterra



Industry:

Manufacturing

Location:

Auckland, New Zealand

Company size:

21,400 employees

Products:

- HR Service Delivery
- Customer Service Management