



Everything as a Service for TH Real Es-

This case study is based on an interview with Madeleine Eves, IT Services Delivery Manager at TH Real Estate

TH Real Estate



Financial Services



Services

ITSM
HR & Facilities
ITOM
Business Management



Company Size
300 employees



Time Frame
5 Months

Background

TH Real Estate is a client-focused investment company specialising in real estate equity and debt investment. Launched in 2014, TH Real Estate has a dedicated global presence with offices across America, Asia and Europe, representing c.£19.7bn of real estate assets across c.50 funds and mandates. Together with TIAA's US real estate assets, the global real estate platform of £61.9bn represents one of the largest real estate investment management enterprises in the world. The company has c.300 employees worldwide with London as its main headquarters.

A Greenfield Project

As one of the largest real estate managers in the world, TH Real Estate has the scale, capital resources and knowledge to provide creative and effective real estate investment solutions for clients. With a focus on the retail, office, logistics, debt and multifamily residential sectors, TH Real Estate emphasises sustainable practices to protect assets and maximise their value. At the research stage of the project, it was of particular importance to have a 'best of breed' enterprise service management system that would not only be able to add value from the first day, but also grow with the company and continue to deliver an increasing return on investment.



“After careful due diligence, we chose ServiceNow because of the platform’s ability to consolidate multiple functions, its ease of use, customisation potential, alignment with ITIL standards and ability to grow and develop as our business grew. As a financial services company with sensitive data, having a secured cloud-based platform was of paramount importance, and ServiceNow had all the controls and encryption in place to make sure the system was safe. I was also familiar with ServiceNow’s well developed out-of-the-box functionality that would allow us to meet our 5 month to launch deadline”, explains Madeleine Eves, the manager in charge of the project.

ServiceNow recommended Focus Group Europe, a dedicated Gold-status partner for the implementation. Following the suggested roadmap, the company’s key goals for go-live were vast. They were required to implement several key ITIL processes, build the company’s intranet on ServiceNow and to create a dedicated HR module. “It was a tough ask and a very busy 5 months, but with the help and expertise of both ServiceNow and Focus Group Europe, we were able to meet the deadline”, says Madeleine.

Everything as a Service

“From go-live to today, we have striven to exploit the functionality that ServiceNow can offer and look for new ways to automate processes and improve efficiency”, says Madeleine. Instead of adding other tools to fulfil the needs of different functions, TH Real Estate embraced ServiceNow’s “everything as a service philosophy” and the intranet is the clear consolidation of a wide range of functionality within ServiceNow.

THIS, the name of TH Real Estate’s intranet site, is the page that all employees see when they launch internet explorer and it has become an all-encompassing self-service portal. The Intranet is proactively used by IT, Marketing, HR and Facilities.

In addition to the basic ITIL processes, TH Real Estate has implemented the data certification module which allowed them to automate access entitlement reviews – another manual process that was lacking an audit trail. They also developed a customised vendor management module to track open issues, projects and service improvements with their outsourced partner. “We also make the most of scheduled reporting, reminder notifications and workflows”, says Madeleine.



Focus Launch



Focus Advance

Focus Launch - Service Management

- o IT Service Management
- o Incident Management
- o Problem Management
- o Change Management
- o Service Catalogue
- o Configuration Management

Focus Launch - HR

Focus Launch - Facilities

Focus Advance - ITOM

- Discovery

Focus Advance - Business Management

- Vendor Management



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- Madeleine Eves



The Benefits

“For us at TH Real Estate, the most significant benefit of using ServiceNow is that multiple departments are in sync and the information is consistent. The joiners and leavers process is a clear demonstration of how ServiceNow can be used to automate a process and make multiple departments – HR, Facilities and IT - more efficient”, Madeleine explains.

According to Madeleine “ServiceNow transformed the way we work. It is used by all members of the business and beyond, from the head of the company to our outsourced services. ServiceNow is our central repository – holding our user data, asset inventory, contracts and knowledge - to name a few. It is our go-to place for a wealth of information. All our ITIL processes are initiated and driven through ServiceNow and it is trackable, auditable, and easily accessible”.

Using ServiceNow to consolidate the intranet, HR and Facilities means that it is cost-effective – eliminating the need for additional separate products and complex integration and data is accurate from department to department. Automation is allowing Madeleine and her team to focus on the more valuable tasks like increasing internal customer satisfaction. Madeleine expresses, “Using the survey functionality within ServiceNow, we are able to quantify that 98.8% of our users agree that the overall quality of the service we provide is good or very good”.

The Future

The user-friendly search functionality and top search features have been a big hit with the marketing team, who tasked Madeleine with migrating all knowledge and making better use of the knowledge base on the intranet for their team. IT is also in the process of setting up an IT Operations knowledge base so that processes can be shared more easily with their outsourced service desk.

Madeleine also plans to implement more functionality such as the Active Directory Password Reset module, for which they will also be collaborating with Focus Group Europe. Users will be able to reset their password at home, at their desk and on the move as the company is incorporating this feature into a company app. This project will further help to improve the efficiency of the service desk and give the business a self-service offering.



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