

R N I B

CASE STUDY

**Royal National Institute of
Blind People**

Company Profile

RNIB

Sector

Charity

Project length

7 weeks

Size

1300+ staff

Module implemented

Now Platform

ITSM

ITOM

InTune Integration

Services

Managed Service

Remote Support

SEE DIFFERENTLY

With over 150 years of history, the Royal National Institute of Blind People (RNIB), dedicates its operations to providing support and raising awareness for Britons with sight impairments. It is one of the UK's leading sight loss charities and the largest community of blind and partially sighted people.

The RNIB is always looking for ways to optimise the way their 1300+ staff members work to provide advice and support to over 2 million people every year. As is the case with many evolving institutions the charity was working with a legacy IT system that was out of date, disjointed and reliant on manual spreadsheets. As part of an organisational review, it became a top priority for RNIB leadership to embark on a digital transformation initiative to make work more efficient for the organisation's staff.

As a charity organisation, it was imperative for RNIB to find a product that would allow them to scale and provide short- and long-term value that clearly justifies the investment. In ServiceNow, they found that tool. FlyForm joined RNIB as the implementation partner on their digital transformation journey.

See Through the Challenges

For an organisation of RNIB's size, with multi-site national operations, a digital transformation project can be complex. RNIB's legacy network environment was elaborate - with 6 separate domains across more than 20 sites. Additionally, working from home due to COVID-19 added the challenge of populating the CMDB from remote end-user devices. Adding to this, RNIB and FlyForm only had 7 weeks to deliver.

RNIB implemented 6 MID servers and put in place a Microsoft InTune integration to aid the Discovery of all end-user devices whilst the team continued working remotely. Thanks to this work, the full database for the CMDB was built, which acted as the backbone for the ITSM implementation. Within 3 weeks RNIB went live on time and on budget.

Getting familiar with a new tool while working remotely can be challenging and after go-live FlyForm operated drop-in virtual sessions for RNIB staff. These sessions were helpful in giving RNIB staff a chance to ask questions, see live demos and ensure high adoption rates.

After go-live RNIB transitioned its support function to the Managed Services team at FlyForm to ensure continued support and adherence to SLA's for staff requests.





FOR A CHARITY, INVESTING TIME AND BUDGET SMARTLY IS ALWAYS A TOP PRIORITY. SERVICENOW HAS PROVEN TO BE A VALUABLE INVESTMENT AND FLYFORM WAS AN IDEAL PARTNER FOR RNIB IN THIS PROJECT. THANKS TO OUR AGILE COLLABORATION, OUR TEAM IS NOW ENJOYING THE BENEFITS OF A POWERFUL, MODERN PLATFORM TO ENABLE THE GREAT WORK THAT BENEFITS MILLIONS OF PEOPLE AROUND THE COUNTRY.



Aidan Forman
Head of Technology
Royal National Institute of Blind
People



SEE TO THE FUTURE

FlyForm's implementation with RNIB was delivered on time and on budget, including the following changes:

- Now Platform
- ITSM
 - Agent Workspace
 - Service Portal
 - Problem Management
 - Change Management
 - Incident Management
- ITOM
 - Discovery
 - CMDB
- Integration
 - Microsoft InTune
- Services
 - Managed Service & Remote

The national rollout was a success:

- The RNIB team has a solution that enables them to progress relevant incidents through to problems and changes seamlessly, aligning to ITIL best practices
- Using Agent Workspace, the service desk is now able to work on multiple tickets at the same time using a modern user interface, improving response time.
- Service Portal allows end-users to raise requests and incidents, moving away from generic mailboxes that are time-consuming to manage.
- The CMDB is automatically populated and maintained, giving a steady flow of real-time insights and freeing up staff time for more valuable work.
- Discovery maps out dependencies automatically, helping RNIB's Infrastructure team to understand the impact of configuration changes upstream and downstream.

Following the successful rollout, RNIB is planning to implement further ServiceNow functions like HR to power their team's meaningful work with ServiceNow.

CSAT Score

5/5

End-Users Supported

2800+

Staff Supported

1300+



Ask us about making ServiceNow work for you.

+44 (0)333 305 8449

sales@flyform.com

flyform.com

