



Coor Service Management

Kerverion Runbook Suite Automation Solution

A leading provider of IFM and FM services in the Nordics, with 8,600 employees and an annual turnover of EUR 860m, Coor utilise the Kerverion Runbook Studio and integration modules to automate service requests and link their operational processes between Microsoft Azure™ and ServiceNow™.

The Challenge

Coor were receiving service requests from end users via the ServiceNow self-service catalogue, requiring their IT resources to manually action each support ticket as it came through. To improve their efficiency, Coor needed to find a robust and cost-efficient way of automating the regular tasks that were tying up their IT resources.

The Solution

After being introduced to Kolverion by their local partner Advania, Coor deployed the Kolverion Runbook Suite to provide a streamlined automation solution consisting of; the Runbook Studio to create and manage the automation runbooks and Smart Integration Modules for ServiceNow and SQL Server to provide integration to those systems. The resulting runbooks run on Microsoft's cost effective Azure Automation service. With an initial POC created remotely, the solution was deployed onsite in two days, with the Coor team then moving the runbooks into production.

The Benefits

Since implementing the Kolverion solution, Coor have averaged 150 tickets per month through the automation workflow. With the main benefit being the ability to run their automated system 24/7, meaning service requests are dealt with and carried out within an hour of submission rather than being restricted to business hours and at the mercy of staff availability. After the success of the initial workflow, and the ROI seen through a drastic reduction in the cost per ticket Coor have begun to look at further tasks that can be automated.

"From first contact everyone we've been in contact with at Kolverion has been very easy to deal with, professional in what they do, and delivered what they promised" - **Tore Jungnelius, Coor**