

## CASE STUDY

# From Fragmented Support to Seamless Service Delivery

How a Global Financial Services Leader Transformed Employee Experience with a Mobile-First Workplace App



Unified service delivery across multiple workplace systems



Elevated employee experience driving adoption and engagement



Faster, frictionless ticketing and issue resolution



Scalable platform supporting ongoing digital transformation

## Business Challenge

- Disparate systems complicated service requests and issue resolution
- Employees bypassed existing tools, calling help desks directly
- Overall poor user experience, little upside for adoption
- Lacking contextual services that supported their global operations

## Solution

- Implemented MODO Workplace as a branded, mobile-first front-end for ServiceNow workflows, unifying ticketing and workplace services in one app.
- Embedded app access directly into workflows via QR codes at desks and shared spaces to auto-fill location details and speed ticket submission.
- Maintained a privacy-first approach, avoiding excessive data collection while enhancing personalization through role- and location-aware features.
- Partnered with workplace teams to incorporate additional services: environmental sensor data, occupancy analytics, and biometric authentication for streamlined access.

IT & Facilities Ticketing

Smart Building & Sensors

Office Info & Mobile Directory

QR Codes

Digital Contact Card

Indoor Maps & Navigation

Desk, Room & Space Bookings

My Circle - Find Colleagues

**Financial Services  
(Fortune 500)**

Operations in

**100+**  
countries

**200k**  
employees  
worldwide

**Supporting a  
highly distributed,  
hybrid workforce**

## Request a Demo

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