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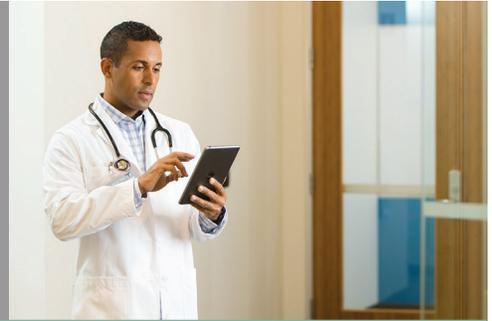> "We could achieve virtually everything we wanted through configuration, and that meant we could leverage the most recent capabilities and future roadmap."
>
> — Skip Newton, Manager of Service Management Platforms, HealthPartners

HealthPartners Unlocks the Full Power of ServiceNow Project Portfolio Management

Early adopter replaces customized solution with out-of-the-box application

HealthPartners is a non-profit healthcare system headquartered in Bloomington, Minnesota. The organization provides healthcare services, health plan financing, and administration, serving more than 1.5 million medical and dental health plan members. HealthPartners has over 22,500 employees—including more than 1,700 physicians—all dedicated to the mission of improving the health of members, patients, and the community.

HealthPartners is a long-standing ServiceNow ITSM customer. The organization originally brought in ServiceNow to replace their legacy IT helpdesk, and rapidly expanded the solution to address all of its service management needs, including incident, change, and configuration management. Most recently, HealthPartners launched a ServiceNow service portal where employees can easily enter and track service requests—reducing status call volumes by more than 50%.

An early ServiceNow Project Portfolio Management adopter
The healthcare provider also had a broader vision. By choosing ServiceNow, HealthPartners could transform their entire IT organization—not just ITSM. That's why HealthPartners was an early adopter of ServiceNow Project Portfolio Management (PPM). According to Skip Newton, HealthPartners' manager of service management platforms, "ServiceNow isn't a point product—it's an end-to-end platform. We wanted to leverage that platform beyond ITSM and Project Portfolio Management was a perfect place to start. We saved money by retiring our existing project management and time-tracking tool. And ServiceNow PPM was easier to use."

Customized application was difficult to upgrade
As HealthPartners became familiar with ServiceNow PPM, they customized it to create new capabilities and support their specific processes. Newton says that, "ServiceNow is incredibly flexible, which is why it's easy to build new applications on the platform. For example, we've built custom apps for our call center. However, customizing out-of-the-box ServiceNow applications has a downside. It makes them difficult to upgrade. In our case, we were stuck on an old release of PPM, and couldn't access the latest and greatest PPM features—such as demand management and resource management."

Customer
HealthPartners

Highlights
National healthcare provider's IT team saved money by retiring existing project management tool and adopting easier-to-use ServiceNow solution.

Headquarters
Bloomington, MN

Geographies
United States

Employees
22,500

Industry
Healthcare

Challenges
- Had a legacy IT help desk
- Had point products and wanted end-to-end solution
- Large volume of service request status calls

Painless migration to an out-of-the-box application

Rather than continuing with their customized PPM solution, HealthPartners decided to use the latest out-of-the-box application. "As we looked at PPM, we realized how far it has advanced. We could achieve virtually everything we wanted through configuration, and that meant we could leverage the most recent capabilities and future roadmap. The migration went really well. In fact, it was almost painless," said Newton.

Modernizing project management

Now, HealthPartners can leverage the full power of ServiceNow PPM—and beyond. For example, Newton says that, "From a pure PPM perspective, we can now manage Agile and Waterfall projects in one place, including the dependencies between them. And, we've modernized the way we plan and manage projects. Rather than laboriously laying out tasks and subtasks. We can do everything with a few clicks right from the project workbench, including spinning up standardized projects from templates."

A unified view of work

ServiceNow Resource Management has also delivered major benefits. "It's not just about projects. With ServiceNow, we can now manage all of our work in one place. That lets us balance resources across projects, incidents, changes, service requests, and many other activities. You just can't do that with a standalone project management tool. And, with ServiceNow Demand Management, we can now manage our entire demand pipeline and easily deflect unnecessary demand. Before, it was spread across hundreds of documents and spreadsheets—screening, qualifying, and approving demands was an enormous effort," said Newton.

Driving better business outcomes

Newton also stresses the importance of visibility, particularly alignment with business priorities. "We're much more transparent. Our customers can see exactly what we're doing; what we're working on; how we've allocated our resources; and how much effort each activity takes. That makes it much easier to have meaningful, productive discussions with our business stakeholders."

Looking forward, HealthPartners plans to expand their IT Business Management capabilities. ServiceNow Financial Management is next on their agenda. In fact, the healthcare provider recently went live with a pilot implementation. Newton is enthusiastic, saying that, "Financial management will let us look at our overall spend from a portfolio perspective, particularly when we link it back to PPM. That means we can make better investment decisions and measure how we're performing against our objectives."

Solutions

- ServiceNow IT Service Management
- ServiceNow Project Portfolio Management (PPM)
- ServiceNow Resource Management
- ServiceNow Demand Management

Results

- Reduced service request status calls by 50%
- Easily migrated from customized PPM application to out-of-the-box solution
- Created unified view of work across projects, incidents, changes, and service requests
- Centralized demand management, eliminating hundreds of manual documents and spreadsheets

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