Nuvoco's ITSM Transformation: Achieving Unified Service Excellence with Motadata ServiceOps

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| Product Offering | **ServiceOps** |

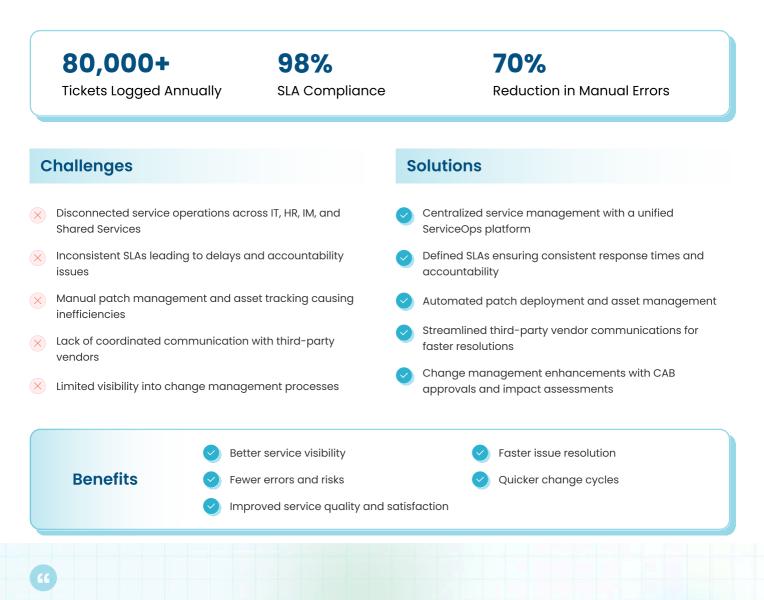💼 Manufacturing   👥 1001-5000   📍 India

To modernize service management across IT, HR, IM, and Shared Services, Nuvoco embarked on a digital transformation journey. Initially challenged by fragmented operations, inconsistent SLAs, and manual processes, they turned to Motadata ServiceOps. Our unified ITSM platform enabled centralized service management, SLA accountability, streamlined vendor collaboration, and automated patch and asset management — resulting in a highly efficient, transparent, and scalable IT ecosystem.

80,000+	**98%**	**70%**
Tickets Logged Annually	SLA Compliance	Reduction in Manual Errors

Challenges

❌ Disconnected service operations across IT, HR, IM, and Shared Services

❌ Inconsistent SLAs leading to delays and accountability issues

❌ Manual patch management and asset tracking causing inefficiencies

❌ Lack of coordinated communication with third-party vendors

❌ Limited visibility into change management processes

Solutions

✅ Centralized service management with a unified ServiceOps platform

✅ Defined SLAs ensuring consistent response times and accountability

✅ Automated patch deployment and asset management

✅ Streamlined third-party vendor communications for faster resolutions

✅ Change management enhancements with CAB approvals and impact assessments

Benefits

✅ Better service visibility   ✅ Faster issue resolution

✅ Fewer errors and risks   ✅ Quicker change cycles

✅ Improved service quality and satisfaction

"Leveraging Motadata ServiceOps, Nuvoco has enhanced transparency across its IT landscape - enabling the organization to serve better, scale faster, and drive continuous innovation"