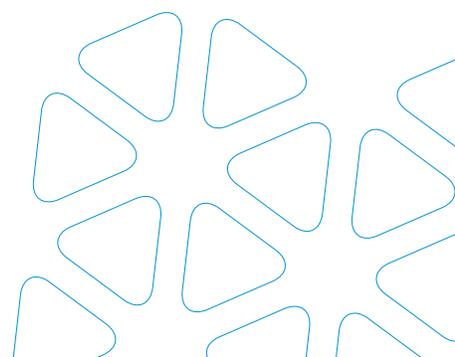




# Ventech Solutions: Leaving a Legacy

## A STORY OF OWNING CHANGE

Ventech Solutions helps clients improve performance and lower costs via ServiceNow, fosters business agility with Scaled Agile (SAFe®) training.



## Ventech Solutions Owns Change

[Ventech Solutions](#), a technology and healthcare solutions provider, produces high-impact, high-quality results for private and public sector clients.

### **THE CHALLENGE:** **HOLISTIC HEALTHCARE IN ACTION** Improve Customer Experiences Through Legacy IT Migration

Best-in-class service. Innovative solutions. Ventech Solutions knows what it takes to deliver results. Their client, one of the nation's largest federally funded healthcare insurers, wanted to improve their quality payment program, case management and processes. Ventech Solutions stepped up to the challenge.

Ventech Solutions and their client knew they needed to migrate the client's legacy [IT service management](#) (ITSM) platform to [ServiceNow](#) to support their plans. They were ready to team up with ServiceNow experts to tackle the complex, atypical use of this service management technology. Skilled practitioners who could manage a legacy IT modernization of this scale. Enter TEKsystems.

### **OUR SOLUTION: AN RX FOR A BETTER ROADMAP** Strategic Approach to Implement ServiceNow

Together, we created a strategic roadmap and solution architecture to migrate the healthcare company's ITSM platform to ServiceNow. Our work filled niche technical gaps and helped Ventech Solutions meet their client's goal with speed and agility. Migration, complete.

But we didn't stop there. System integration is not just about technology—it's also about people. We brought a holistic perspective to enhance processes and organizational change management (OCM). We drove communications, stakeholder management and OCM mentoring to improve end-user adoption. Ventech Solutions helped their client level-up their service with a solution built to last.

### **POWERFUL PARTNERSHIP: COACHING FOR A CONTINUOUS LEARNING CULTURE** Scaled Agile Framework® (SAFe®) Classes and Coaching

Future-focused, Ventech Solutions aimed to show up for their clients with unshakeable expertise and efficiency. Starting with training their ServiceNow team in SAFe® product management methodologies.

This project could help them:

- Break down silos to foster transparency across internal and external stakeholders.
- Improve work predictability and better measure value over time.
- Boost productivity, employee engagement and time to market.
- Meet their clients' demands for solutions supported by highly trained practitioners.

As trusted collaborators, [Agile transformation experts](#) and [Gold Scaled Agile Partners](#), we answered the call. Through Scaled Agile classroom trainings and coaching of over 300 team members, we taught effective product management methodologies. This training helped them self-govern, find their own blind spots and run their teams. Their certified teams can carry that expertise throughout their career. The bonus? Their supercharged workforce can now teach other teams within Ventech Solutions on SAFe.

In no time, other teams at Ventech Solutions were asking us to help them step up their game. We expanded our training by adding coaches to support more teams. Both Ventech Solutions and their clients noticed the difference—their client enrolled us as a trusted colleague to help improve productivity within their own company.

## Real-World Results

Ventech Solutions implemented ServiceNow to 4,500 end users across multiple government contracts and trained more than 1,900 users through [virtual and in-person training](#). Don't forget locking in 86% customer satisfaction. We received positive reports from our customer's new users on all things ServiceNow—from functionality and training to post go-live support and communications.

With our support, Ventech Solutions met their client's needs on time while lowering costs. They've positioned their client to reach new heights of performance by scaling to meet business goals and demands. That's a win-win. Ventech Solutions and TEKsystems have equipped the end client to use ServiceNow to help them deliver best-in-quality healthcare.

Executive leadership can now accurately estimate future business outcomes with a 32% improvement in work predictability. Our SAFe® coaching empowered our customer to better manage workflows and in-office, hybrid and remote employees. Through the Scaled Agile Framework, Ventech Solutions has cleared the path for what's possible, ready to face future disruption.

**86%**

customer satisfaction  
with ServiceNow

**64%**

increase in  
team velocity

**32%**

improvement in  
work predictability

### About TEKsystems and TEKsystems Global Services

We're TEKsystems. We accelerate business transformation for our customers. We bring real-world expertise to solve complex technology, business and talent challenges—across the globe. We're a team of 80,000 strong, working with over 6,000 customers, including 80% of the Fortune 500 across North America, Europe and Asia, who partner with us for our scale, full-stack capabilities and speed. We're strategic thinkers, hands-on collaborators, helping customers capitalize on change. We're building tomorrow by delivering business outcomes and driving positive impacts in our global communities. TEKsystems is an Allegis Group company.

Learn more at [TEKsystems.com](https://www.teksystems.com)