

Griffith University Partners with Nexon and ServiceNow to Reimagine Service Delivery

Streamlining services and advancing operational gains with ServiceNow transformation.



Since its foundation, Griffith University has been committed to innovation and addressing critical social and environmental issues. Established in 1975, Griffith’s pioneering approach encompasses modern Asian studies, environmental science, support for First Peoples, social justice, and sustainable practices to name a few.

Ranked among the top 2% of universities globally, Griffith University offers industry-focused degrees designed for future impact and serves over 55,000 students across five campuses in South East Queensland and a digital campus.

The situation

Griffith University faced significant challenges in delivering services efficiently and effectively to its students, staff and researchers. The university’s service delivery was fragmented, relying on multiple unconnected systems that failed to meet the user experience expected of modern platforms. Recognising the need for a modern service experience, Griffith adopted an Enterprise Service Management (ESM) approach to implement a whole-of-University enterprise service management platform with an experienced implementation partner.

The solution

To deliver on Griffith’s strategic ESM vision of “easy to access, easy to use services”, an extensive procurement process was undertaken. Nexon Asia Pacific (Nexon), an Elite Implementation partner, was selected due to their proven practical experience in the Higher

Education sector, qualifications, and alignment with Griffith’s partnership approach.

Nexon facilitated a hybrid delivery model, ensuring active involvement and skills-transfer within Griffith throughout the implementation process. They meticulously planned and executed phases to ensure an agile implementation with minimal disruption. Leveraging ServiceNow’s integrated platform capabilities, the combined program team initiated a transformative journey in enterprise service management practices. This began with designing the Common Service Data Model (CSDM) with service portfolios and standardised designs for enterprise performance metrics, further enabled by automating high value, and high-frequency services.

In 2023, the first teams successfully went live, marking the coordinated migration of critical business functions. These included IT Service Management (ITSM) for the digital services department and case management for various functions such as the library, parking, security and facilities, integrating with third-party systems to deliver an efficient agent and customer experience. An enterprise service knowledge management framework was also established to



At a glance

Industry

Higher education

Business challenge

Challenge: Siloed service delivery and legacy software leading to a disjointed and inconsistent service experience.

Solution

Implementation of Griffith’s Enterprise Service Management strategy in partnership with Nexon and ServiceNow.

Outcome

A holistic enterprise service delivery model, improved customer and fulfiller experience, greater operational efficiency and enhanced decision-making supported by enterprise service metrics.

improve service-related knowledge quality and efficacy. The integrated design of the on-platform knowledge framework and the CSDM has enabled fulfiller teams to reduce ticket cycle times, improve customer satisfaction, and set a foundation for improved self-service and Generative AI introduction.

The outcome

Initial feedback from the first phase has been positive. The ESM approach and the implementation of the ServiceNow platform have had immediate impact, with services becoming digital-first through a consolidated service portal. Workflow automation has streamlined service delivery, leading to greater staff productivity and enhanced user satisfaction. While it is still early to have detailed metrics, the university is measuring success through user satisfaction and speed of case resolution, with positive signs reflecting the platform's capability to deliver significant service delivery improvements.

Future Plans

With the foundation of ESM implemented, Griffith University is rapidly working to roll this capability out to all frontline services across the University as well as unlock the full potential of the ServiceNow platform by expanding the use of virtual agents, automation, and harnessing Generative AI to improve service delivery and self-service.

About Nexon

Nexon Asia Pacific (Nexon) is an award-winning digital consulting and managed services partner for mid-market, enterprise, and government organisations across Australia. We have a uniquely broad suite of solutions to service clients who require end-to-end capabilities coupled with specialist expertise in security, cloud, and digital solutions. As a certified and accredited local and state government provider, CREST, and ISO-certified, Nexon partners with world-class technology vendors to deliver innovative and integrated solutions. Pointedly structured and culturally driven to deliver the highest standards of responsiveness, competency, and transparency, our integrated solutions and close client relationships help propel organisations forward. For expertise, delivered with care, clients can look to the future with Nexon.



We work closely with Nexon who understand the system, understand Higher Education, and can deliver the experience that we want to deliver and deliver on our vision of easier to access, easier to use services.

Lori Burdon
Delivery Lead at Griffith University



Griffith is implementing ServiceNow as our Enterprise Service Management platform, that will enable us to deliver services consistency across the organisation improving how staff, students, and HDR candidates can access services at Griffith.

With the planning for the enterprise design that we've worked on, it was critical to us to work with both ServiceNow and Nexon, as well as our internal architecture teams in the enterprise design of ServiceNow, looking at all the complexities of the organisation and the future use of the platform.

David Stangherlin
Senior Business Project Lead, Griffith University



Nexon has vast experience in higher education, particularly delivering Enterprise Service Management Solutions. We've been doing this for almost nine years now and to be selected partner of choice for Griffith University, we were really excited to be part of their phase zero and phase one implementation. We look forward to working with Griffith University over the next 12 to 18 months as we roll out further capabilities.

Stephen Bosworth,
General Manager, ServiceNow
Nexon Asia Pacific

To find out about Nexon, Call us at **1300 800 000**, email us at enquiries@corp.nexon.com.au, or visit nexon.com.au

