Think Ahead.

Real-world case

HELLENiQ ENERGY: Powering a Sustainable Future with ServiceNow

HELLENiQ ENERGY

Overview + Challenge

A digital overhaul was needed to unify and streamline operations.

HELLENiQ ENERGY is a leading integrated energy group in Southeast Europe, operating across six countries. With a growing focus on renewable energy, greener fuels, and the circular economy, **the company sought to enhance operational efficiency and support its digital transformation strategy.**

HELLENiQ ENERGY's rapid expansion and diverse operations highlighted critical issues:

- Fragmented IT service management systems
- Inefficient incident and demand management processes
- Low visibility across project portfolios
- User dissatisfaction with legacy tools

A unified, scalable solution was needed to streamline processes and support strategic decision-making.

To meet the challenge, HELLENiQ ENERGY partnered with Performance Technologies to implement ServiceNow's ITSM/SPM platform, aiming to streamline operations, elevate user experience, and enable data-driven decision-making through digital transformation.

90%
Employee adoption within six months

30%
Faster incident resolution

20%
Fewer Service Level Agreement breaches

60%
Mobile app adoption among managers

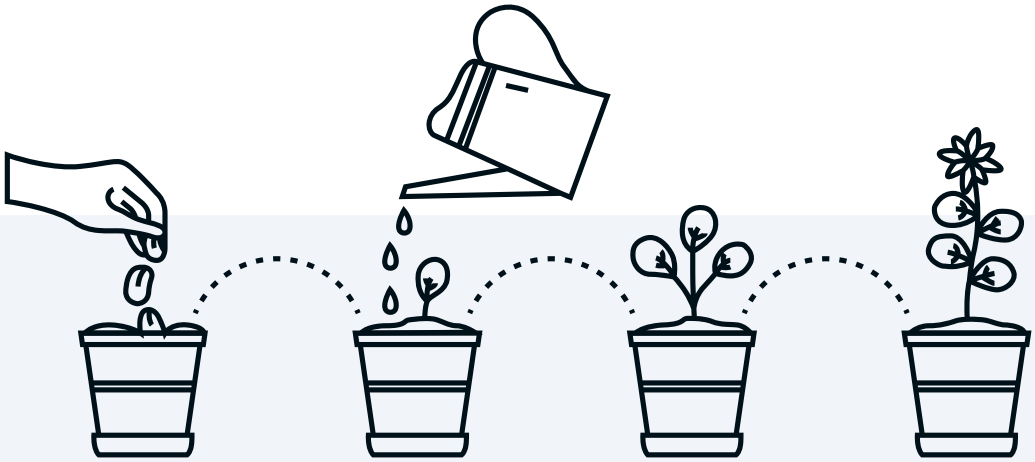
70%
Reduction in project approval times

40%
Increase in project success rates

Solution + Innovation

With the guidance of Performance Technologies, HELLENiQ ENERGY implemented the ServiceNow ITSM/SPM platform in two phases:

- **Phase 1:** Established core ITSM and CSM functionality, centralized the Employee Self-Service Portal, integrated with SAP and Teams, and localized the user interface.
- **Phase 2:** Expanded ServiceNow capabilities in ITSM/CSM and SPM, adding robust demand, project, and resource management tools.



Initial Phase
Core ITSM/CSM functionality

Integration
SAP and Teams integration

Localization
User interface localization

Expanded Phase
Robust demand, project, resource management

Innovations included:

- Unified Self-Service Portal for all employees
- Mobile application (Now Mobile) for real-time access
- Custom SLAs and notification mechanisms
- Knowledge management system for self-service support
- Seamless third-party integrations

Conclusion

HELLENiQ ENERGY's collaboration with Performance Technologies and adoption of ServiceNow has laid a scalable, data-driven foundation for growth. The platform supports the company's vision for a more sustainable, efficient, and digitally enabled future.