

# SAMARCO DIGITIZES ITS INTERNAL PROCESSES WITH PROV'S HELP



**50%**

Quicker problem resolution by agents

**30%**

Increase in projects completed on time

**29%**

Increase in projects delivered per quarter

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**Samarco is a mining company founded in 1977 and has a long history of innovation.**

As the company looked to digitize its internal processes and optimize its teams' productivity and experience, it turned to ProV for help. ProV was chosen to implement ServiceNow ITSM and provide IT Service Automation with full digital workflows.

## Challenges

Samarco faced several challenges in its quest to digitize its internal processes. Firstly, the company had outdated and manual processes that were time-consuming and error-prone. Secondly, employees were frustrated with the slow and inefficient workflows, leading to low satisfaction levels. Lastly, the company needed a platform that would be easy to use and provide a seamless experience for its employees.

**Customer:**

SaMarco

**Headquarter:**

Belo Horizonte, Brazil

**Industry:**

Mining & Manufacturing railway

**Employees:**

6,500

**Products:**

ServiceNow IT Service Management



## The Solution

To address these challenges, Samarco chose ProV to implement ServiceNow ITSM. The service portal was customized to meet the company's unique requirements, including a contract drafting process. In addition, ProV was responsible for the managed services and maintenance of the ServiceNow platform, ensuring that governance was aligned with the best marketing practices.



## Impact

The implementation of ServiceNow ITSM and IT Service Automation had a significant impact on Samarco's operations. Firstly, the company saw a 25% increase in employee satisfaction, as employees were able to complete their tasks faster and more efficiently. Secondly, the platform provided a seamless and user-friendly experience for employees, which improved their overall experience. Lastly, the company was able to streamline its internal processes and reduce manual errors, leading to a more efficient and effective work environment.

## Conclusion

In conclusion, the implementation of ServiceNow ITSM and IT Service Automation by ProV was a success for Samarco. The company was able to digitize its internal processes, optimize its teams' productivity and experience, and improve employee satisfaction levels. With ProV's help, Samarco was able to transform its operations and become a more efficient and effective organization.

## Contact us



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