

CUSTOMER SUCCESS STORY

Mears
- United Kingdom

For ServiceNow use only



WRANGU

CUSTOMER

SUCCESS STORY

MEARS

Industry : Housing and care sector

Location : United Kingdom

Size : 5400 Employees

Initial Project Timeline : 4.5 months

Mears is one of the UK's leading housing solutions providers to both the public and private sector. With more than 5,400 employees, they work with clients to help develop, fund and implement innovative housing solutions. Mears is the largest provider of repairs and maintenance, and regeneration services across the UK. They are a highly responsible partner, who is committed to; delivering the highest levels of customer service, keeping their promises, creating a great place to work, and tackling issues that matter to people and communities



WRANGU

PRODUCTS DEPLOYED

Integrated Risk Management
Policy & Compliance
Audit Management

PRODUCTS DISPLACED

Microsoft Excel

ACHIEVEMENTS



Deployed a tailored Integrated Risk Management tool with Policy & Compliance and Audit Management modules.



Improved identification and assessment of security threats and operational risks.



Automated policy management and auditing to ensure regulatory adherence.



Provided a flexible, scalable solution suited to Mears Group's specific needs.

EXECUTIVE SUMMARY

Mears recognize the value of utilizing the Integrated Risk Management tool into their wider business. Mears uses the ServiceNow IRM solution to assist in managing compliance with the ISO27001 framework. Showing compliance with ISO2001 is driving the need to implement a solution to help demonstrate compliance. There was a high need for Mears to automate their manual compliance processes, have access to ServiceNow's powerful reporting capabilities and harness the power of their existing ServiceNow platform, and common data model, by implementing the ServiceNow IRM module. Before, Mears was reliant upon Microsoft products to manage Compliance and Audit. To provide Mears with the most effective solution throughout the implementation project Wrangu focused on training the internal team, enabling the Mears team to perform the creation and support of test templates and policies.

SUCCESS FACTORS

Reporting

Time saving in reporting compliance across the branches up to board level.

Auditing

Improved Audit and tracking of issues.

Collaboration

Quick team decision making during project stand-ups.

Methodology

ServiceNow Methodology allows for clear project structure (and allowed customers to understand exactly in which phase of the project they are).

Training

Wrangu's engaging approach as part of the project implementation made sure that the right questions could be raised during the project with a final training providing the required knowledge to self-steer the IRM tool after the project closure.

STRATEGIC OBJECTIVES

The IRM ServiceNow implementation has been a successful experience, Mears quoting: "What has been implemented is the ground work to further utilize these benefits and manage our H&S compliance and combine the policies which are published as Knowledge Articles with = to provide an improved customer experience by being able to sears for key items within policies and not just by the policy itself. Once we complete our work on the ServiceNow mobile app this will allow our front line teams access to this information whilst out on site.

Mears further shares that the IRM implementation lead to an increased confidence that the areas involved are ready for external ISO audits and have a clear template available that can be scaled as Mears includes further parts of the group within their IS certification. Additionally, Mears shared that the Migration from a previous system that hosted their policies and improved controls around expiry, reviews, automated reminders and version controls has increased visibility of the status of documents at any given time.