

Fortified | Quarterly

BACK-TO-SCHOOL:
SMARTER CAMPUSES, STRONGER SERVICES
The Higher Ed Edition

04

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Letter from the Editor

The Future Learns Faster Than We Do

Pressure has a way of revealing truth. In higher education, that truth is showing up in remarkable ways. Shrinking budgets. Declining enrollment. Remote Learning. Rising expectations from digital-native students. Yet rather than retreat, many universities are reimagining how they serve their audience, how they operate, and how they can thrive and grow in the future.

In this issue of Fortified Quarterly, we explore how some of these institutions are leading the way with automation, AI, experiences and end to end business transformation. Their story is not just about education; it's about endurance. It's a masterclass in what it means to do more with less, to modernize while preserving purpose, and to use technology not as a shield, but as a catalyst for progress.

At Ondaro, we see this spirit every day in organizations using ServiceNow to bridge strategy and execution. What's happening on campus reflects what's happening across industries: operational complexity is mounting, talent is scarce, and transformation can no longer wait.



Whether you manage a university system, a Fortune 500 enterprise, or a government agency, the playbook is converging.

The "AI-ready campus" is more than a metaphor. It represents every organization preparing for the next era of work. One that blends human insight with intelligent automation to elevate experiences, drive value, unlock capacity and drive innovation.

As you read through this issue, consider the parallels to your own organization. How might your teams think more like educators, curating, connecting, and continuously improving? How can you turn constraint into creativity and innovation?

The institutions featured in this issue of Fortified Quarterly are proving that transformation is not just possible under pressure, it's propelled by it.

Let's learn from the innovators who are rewriting what's possible in higher education, and let their lessons fortify how we lead the future of business transformation.

A handwritten signature in white ink, reading "Stephanie Otto".

Stephanie Otto
Editor-in-Chief, Fortified Quarterly

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COVER STORY

School of Innovation: How Higher Ed is Doing More with Less — and What Every Organization Can Learn from It

Scaling innovation by simplifying the student and faculty experience

Written by Matt Gilchrist, Strategic Client Advisor, Ondaro

The Pressure Cooker of Higher Education

Higher education has always been a bellwether for societal change. But today, colleges and universities are under unprecedented pressure. Shrinking budgets. Declining enrollment. Rising expectations from digital-native students who demand fast, seamless services. Faculty and staff stretched thin, often working within outdated systems.

And yet, paradoxically, it's within this pressure cooker that we see some of the most inspiring examples of innovation. Institutions that once struggled with inertia are finding ways to do more with less. They are rethinking operations, modernizing student services, and using ServiceNow to automate the burdensome work that drags resources away from teaching, learning, and student success.

This moment isn't just about higher education — it's a playbook for every organization facing financial headwinds, labor shortages, or trust gaps with its stakeholders.



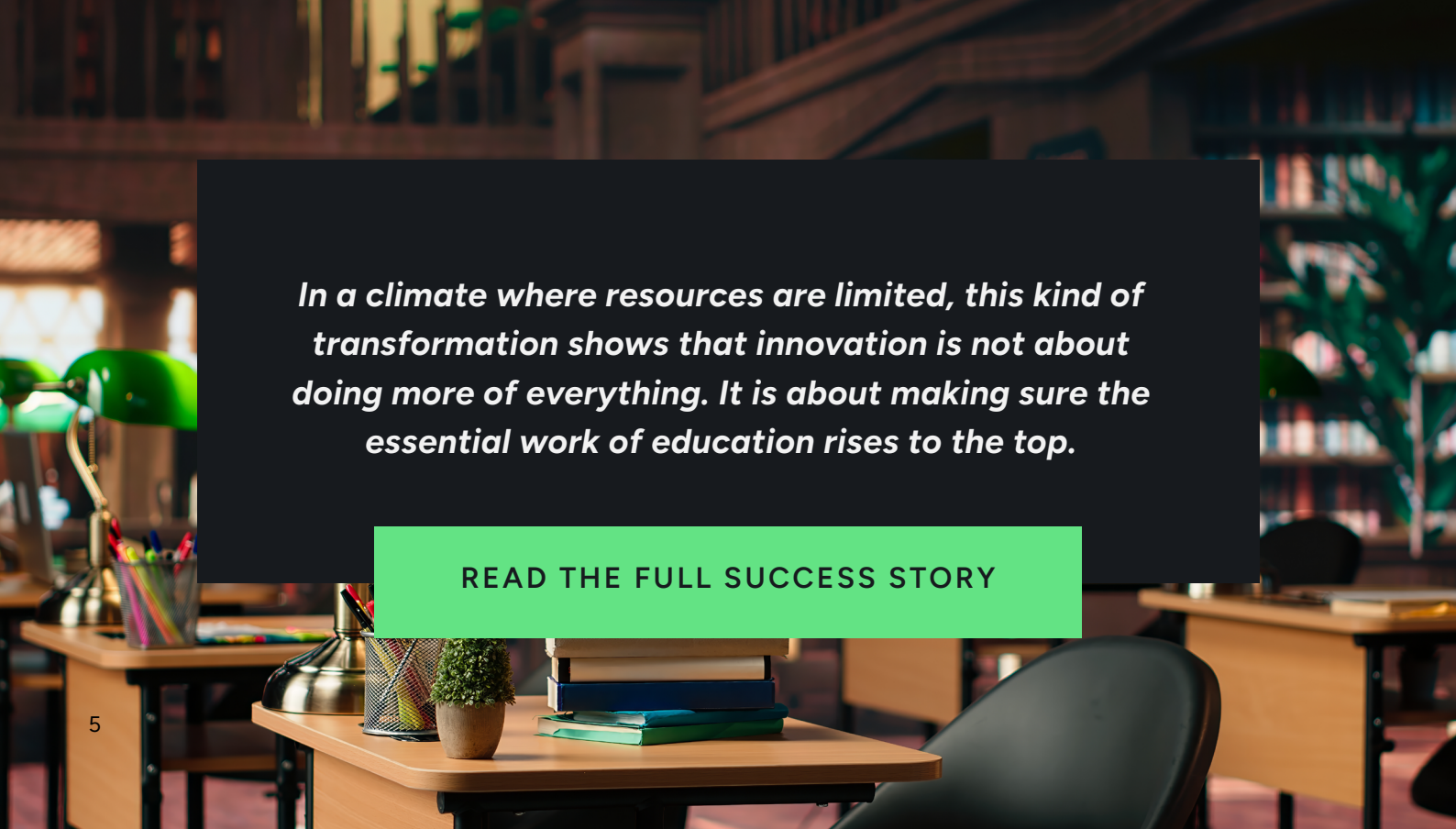
From Necessity to Innovation

Universities didn't choose this moment. An enrollment cliff, stagnant public funding, and mounting questions around affordability have converged to create a perfect storm. Yet rather than retreat, many institutions are using these pressures as fuel for change.

What stands out is how necessity has forced higher ed leaders to rethink old boundaries. Academic departments that once operated in isolation are beginning to collaborate on shared services, pooling staff and resources to deliver faster, more consistent support. Technology is at the center of this shift. Digital transformation is no longer a side project or long-term aspiration; it has become a condition for survival.

ServiceNow is often the catalyst. One fast-growing university, for example, partnered with Ondaro to modernize its IT service management platform. The school's legacy system had become a barrier. It was overly complicated, hard to navigate, and frustrating for students and faculty who relied on it for basic services. By redesigning the service catalog for usability, introducing order guides for complex requests, and automating workflows with Flow Designer, the institution turned what was once a bottleneck into an enabler. Incident response times improved, students and staff could resolve issues without administrative hand-holding, and IT teams were freed to focus on more strategic initiatives.

What matters most is the downstream effect: efficiency gains translated directly into better student and faculty experiences. Instead of losing hours to clunky processes, users could get what they needed quickly, and staff could redirect their time toward advising, teaching, and supporting the academic mission.



In a climate where resources are limited, this kind of transformation shows that innovation is not about doing more of everything. It is about making sure the essential work of education rises to the top.

[READ THE FULL SUCCESS STORY](#)

Data as a Lifeline

If there's a common thread running through successful higher ed transformation, it's data. Institutions are increasingly using learning analytics and predictive models to flag at-risk students early, allowing interventions before it's too late.

Just as enterprises use dashboards to forecast sales or manage supply chains, universities are applying analytics to enrollment management, financial aid packaging, and student persistence.

The lesson for all industries? In moments of scarcity, data is not a luxury. It's the lifeline that enables "surgical budgeting" and precise allocation of scarce resources.

Technology's Expanding Role

From AI-powered chatbots handling student inquiries to VR-enhanced labs enabling immersive learning, higher ed is experimenting with frontier technologies — often on leaner budgets than their corporate counterparts.

The irony is that while universities may lag in enterprise-scale AI adoption, they are often ahead of the curve in piloting use cases that directly touch human experiences: tutoring, advising, career services. Students are already using AI, so institutions must catch up to guide responsible, ethical adoption.

This tension between enthusiasm and caution mirrors the challenge organizations everywhere face in harnessing AI responsibly.

Culture, Governance, and the Human Factor

Of course, transformation in higher education is not just about technology. It's about culture. Governance structures, faculty buy-in, and institutional inertia can slow progress. But leaders who align vision with mission, and who invite broad collaboration across faculty, IT, and administration are making change stick. This collaborative mindset can serve as a model for companies navigating consolidation or partnership-driven growth.



Develop a Holistic Plan

While the challenges facing higher education are unique, the lessons extend far beyond campuses:

Clarify mission and strategy

Just as colleges are aligning programs with strategic vision, enterprises must ruthlessly prioritize initiatives that align with core mission and value.

Leverage data for precision

Predictive analytics and AI-enabled forecasting allow for smarter, leaner budgeting — whether for students or customers.

Invest in human experience

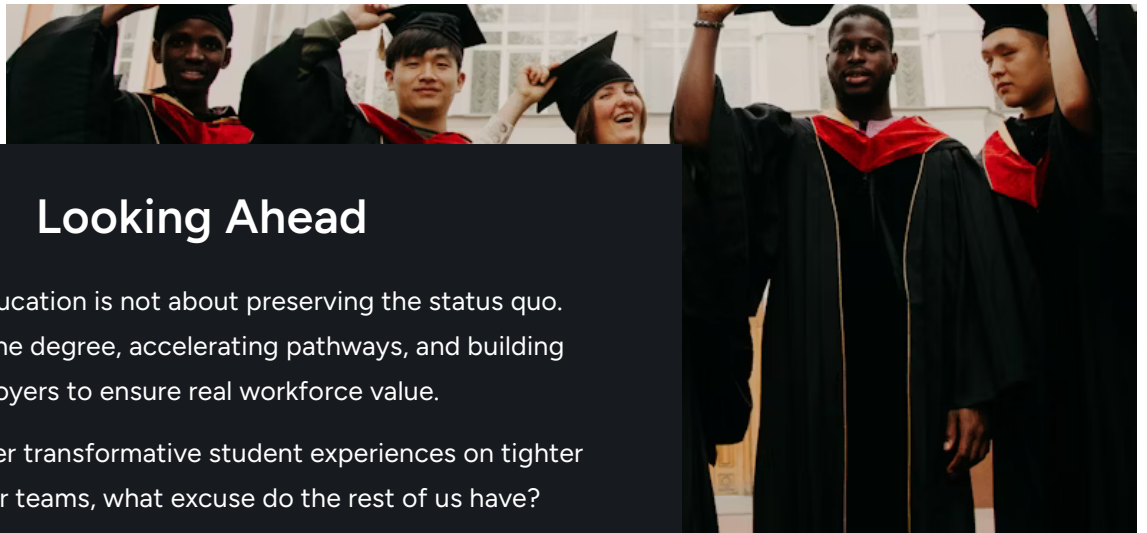
Technology should remove friction, not replace connection. Universities investing in student support show how automation frees people to focus on high-value interactions.

Collaborate across silos

Shared services and cross-functional teams are breaking down barriers in higher ed. The same principles drive efficiency and agility in the private sector.

Adopt change management as strategy

Culture and governance hurdles are real — but with leadership alignment, inclusive planning, and transparent communication, even the most tradition-bound institutions can move forward.



Looking Ahead

The future of higher education is not about preserving the status quo. It's about reimagining the degree, accelerating pathways, and building partnerships with employers to ensure real workforce value.

If universities can deliver transformative student experiences on tighter budgets and with leaner teams, what excuse do the rest of us have?

Higher education reminds us that scarcity can be a catalyst. And in today's volatile world, that may be the most important lesson of all.





CUSTOMER SPOTLIGHT

Building a Connected Campus for NJIT

A conversation with New Jersey's public polytechnic state university to explore their digital strategy for higher education

At the New Jersey Institute of Technology (NJIT), digital transformation isn't just about adopting new tools; it's about empowering a community.

In this Q&A, university leaders Blake Haggerty, Interim Vice President of Information Services and Technology, Digital Strategy & CIO; and Tom Swiatek, Senior Service Management Administrator share how NJIT is modernizing its technology ecosystem to better serve students, faculty, and staff. Their insights reveal how a clear strategy, practical innovation, and a human-centered approach are shaping the university's journey toward a more connected, data-driven future.



1

What guiding principles shape your approach to leading technology strategy in higher education today?

BLAKE: We want to focus on the success of our students, faculty, and staff. We believe in the power of digital and want to remove barriers so that our community can focus on teaching, learning, and research. We want a seamless experience, and value simplicity and ease of use. Technology should remove friction and streamline services so that the focus is on our academic mission.



2

How do you balance innovation with practicality when deciding where to invest in new digital capabilities?

BLAKE: When considering innovation one of the first questions that we ask is what the impact will be on our students and faculty. Because resources are limited, it is important that we focus our investment in areas that are directly tied to student and faculty success.

TOM: We always look for solutions that scale, integrate well with our ecosystem, and reduce technical debt, not increase it. Innovation is important, but it has to be actionable, supportable, and aligned with our capacity. I prefer phased delivery, so we can pilot, learn, and adjust before expanding.



3

What lessons have you learned about aligning IT initiatives with institutional priorities and outcomes?

TOM: Digital Transformation was identified as a cross-cutting priority NJIT's 2030 strategic plan "NJIT Makes An Innovation Nexus". That alignment reinforces the importance of digital transformation and has helped us keep our initiatives in alignment with our institutional priorities. The biggest lesson I've learned is that IT initiatives must be connected to the priorities listed in our strategic plan. When campus partners are part of the decision-making process, from defining the problem to agreeing on success criteria, we avoid misalignment later. By anchoring our IT initiatives in NJIT's Strategic Plan, we ensure that technology is not a side project but a core enabler of institutional outcomes. I've also learned that "done" isn't the finish line; adoption, training, and continuous improvement matter just as much as go-live. Technology only creates value when people actually use it and trust it.

4

In your view, what qualities distinguish technology leaders who can successfully drive lasting change within complex organizations?

BLAKE: Technology leaders have to understand the business, not just the systems and technology. Understanding how tools and systems can bring value and drive innovation is crucial in a leadership role. Two qualities that go a long way are humility and availability.

TOM: It is important that you listen to your campus, understand where the pain points are, understand the drives, before focusing on the technology.



5

How is NJIT positioning itself for what's next—whether that's AI adoption, workflow automation, or building a more data-driven campus ecosystem?

BLAKE: Higher education has hundreds of systems with an incredible amount of data. However, many times that data isn't accessible. At NJIT we have made a significant investment in modernizing our BI platforms. These efforts are bolstered by data governance. This is allowing us to provide transparent just in time access to data for our entire campus.



TOM: We are focused on modernizing our service delivery, reducing silos, and building a foundation where data, automation, and user experience are central to how we operate. ServiceNow allows us to standardize processes, automate repetitive work, and create more unified digital services for students, faculty, and staff. As we look toward AI, our goal is to adopt responsibly and pragmatically - starting with areas that provide immediate value, such as workflow automation, knowledge management, and intelligent case routing. By strengthening our data practices and modernizing our operational tools, we're preparing NJIT to leverage emerging technologies in a way that is sustainable, secure, and mission aligned.

We have invested in modern cloud data infrastructure and have started positioning our enterprise data warehouse to become a governed, integrated, trusted information source. We're empowering campus partners with intuitive dashboards and self-service analytics in an effort to build a culture of informed decision-making. All teams that provide data to campus users share a request form to make access to data quick and easy for our community. Together, these efforts position us for a more connected, data-driven future.



Ondaro Voices: Insights & Advice for Higher Ed

Digital transformation in higher education is as complex as the institutions themselves, requiring balance between tradition and innovation, and alignment across diverse stakeholders with shared goals. In this edition of Ondaro Voices, our experts share their perspectives on the challenges, quick wins, and strategies that can help universities move from fragmented systems to cohesive, student- and faculty-centered experiences.

MEET OUR EXPERTS



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1

What is the most common challenge you see higher education institutions facing when it comes to digital transformation?

CHRISTINE: Higher education often struggles with fragmented, siloed departments (IT, HR, finance, research, facilities, etc.), each with its own processes and legacy systems. This creates duplicated effort, inconsistent service experiences, and resistance to adopting shared governance models. Generational differences in students, faculty, and staff compound this, as older faculty often prefer in-person support, while younger students expect fast, digital, and mobile-first self-service. Achieving alignment across these diverse user groups and standardizing processes without losing necessary flexibility is the top challenge.

MEGAN: The most common pitfall higher education organizations face in digital transformation is underestimating the cultural and organizational change required. Institutions often prioritize technology over people, leading to resistance from faculty and staff, poor adoption, and fragmented efforts. Without strong change management, clear governance, and investment in digital literacy, even well-funded initiatives struggle to deliver lasting impact.

RON: The most common challenge I see higher education institutions facing in digital transformation is navigating complexity across their own structures. Universities often have a wide variety of departments, each with its own unique vision of success. Over the years, layers of process have been added on top of one another, creating bureaucratic systems that can bog down progress. When you add to that the friction that comes with inter-departmental processes — where one group's priorities may inadvertently slow down or conflict with another's — you end up with silos and inefficiencies that stall transformation.

In many cases, the real barrier isn't the technology itself but achieving alignment across these diverse stakeholders and untangling years of inherited processes in order to move forward cohesively.

SAMUEL: The main challenge is prioritization and resource management. Universities must balance daily operations with strategic projects, but without clear governance and visibility, progress is often delayed or misaligned with long-term goals.





2

What quick win or early success have you seen make the biggest impact in a higher ed ServiceNow rollout?

CHRISTINE: The biggest early win is usually launching a unified student and faculty service portal. By centralizing IT, HR, and academic services into a single-entry point with strong knowledge base integration, higher ed clients see immediate adoption, reduced call center volume, and improved satisfaction. Other quick wins include digitizing high-volume workflows such as password resets, transcript requests, onboarding new staff and faculty, and student IT support tickets. These early wins demonstrate platform value, build stakeholder confidence, and set the stage for broader transformation.

MEGAN: Quick wins in higher ed ServiceNow transformations often come from improvements that are highly visible, reduce friction, and build early trust. These include launching a unified service portal for students, faculty, and staff to simplify access; automating common requests like password resets, transcript requests, and IT support; digitizing key paper-based processes (e.g., HR onboarding, facilities requests) to show immediate efficiency gains; and enabling knowledge articles or chatbots for self-service. Pairing these with early change management — like targeted training, faculty/staff champions, and clear communication of benefits — creates momentum, drives adoption, and addresses the cultural resistance that is the most common pitfall.

What quick win or early success have you seen make the biggest impact in a higher ed ServiceNow rollout? (cont.)

SAMUEL: The biggest impact came from delivering a centralized view of all work — projects and operations. This gave leaders immediate insight into capacity and priorities, enabling faster decisions and improving overall governance.

RON: If I could give one piece of advice to a university just starting its transformation journey, it would be to secure buy-in from senior leadership and ensure project goals are tightly aligned with the institution's vision and mission. That alignment establishes credibility and keeps the effort from being viewed as a siloed IT project. At the same time, it's essential to establish a governance structure that brings in stakeholders from all major departments—not just to give input, but to share successes, help develop a diverse roadmap, and ultimately champion the transformation forward. When leadership, alignment, and shared governance come together, momentum builds across the entire university community.





3

If you could give one piece of advice to a university just starting its transformation journey, what would it be?

CHRISTINE: Begin by clearly defining the institution's goals and the outcomes it expects from the transformation, along with the metrics that will be used to track success. Once those are established, adopt a platform-first strategy rather than a department-first strategy. While it may be tempting to begin with ITSM or HRSD in isolation, higher ed institutions unlock the most value by building a strong foundation such as CMDB, CSDM alignment, portal experience, and a governance model that can support multiple service domains over time. Establishing governance early, engaging cross-campus stakeholders, and focusing on the student and faculty experience ensures scalability. The advice is to treat ServiceNow as a campus-wide service platform, not just a departmental tool.

MEGAN: For institutions beginning their ServiceNow journey, success starts with early and active stakeholder involvement — bringing faculty, staff, and students into the conversation to shape priorities and build buy-in. Focus first on streamlining and improving core processes rather than simply digitizing existing ones, ensuring workflows are intuitive and efficient. Above all, design with the end-user in mind, considering how changes will impact the daily experience of the campus community. This user-centered, collaborative approach builds trust, drives adoption, and lays a strong foundation for long-term transformation.



If you could give one piece of advice to a university just starting its transformation journey, what would it be? (cont.)

SAMUEL: Identify the decision-makers, define the critical information they need, and build clear metrics that provide visibility into priorities. This focus ensures that every decision is transparent, aligned, and actionable.

RON: One of the biggest early successes I've seen in a higher ed ServiceNow rollout is **developing a clear roadmap that includes contributions from every department or stakeholder, so no one feels left out of the transformation.**

From there, we focus on tackling low-risk, but high-pain point items first — things that make life immediately easier for faculty, staff, or students without creating disruption. This quick relief builds confidence in the platform. We then apply the DMAIC model (Define, Measure, Analyze, Improve, Control) to track progress with data, which not only demonstrates measurable improvements but also reinforces trust that changes are being made thoughtfully and with evidence. That combination— shared ownership, visible early wins, and data-informed iteration — creates momentum that carries the rollout forward.



The AI-Ready Campus

Preparing Higher Ed for the Next Era of Learning and IT Leadership

Written by James Haslam, Senior Account Executive, SLED, Ondaro

Higher education stands at a turning point. While AI adoption is accelerating in nearly every sector, many campuses have yet to define their strategy for integrating AI into teaching, research, and operations. The opportunity is not simply about deploying new tools though. It's about reimagining how IT leaders can prepare faculty, staff, and students for a future where AI is central to learning and campus life.

By focusing on IT upskilling, establishing clear governance frameworks, and promoting AI literacy across their communities, universities can create more resilient, agile, and innovative environments. These steps will not only modernize the IT function but also position higher ed as a leader in shaping responsible AI adoption in society at large.



The Opportunity: AI Everywhere, Higher Ed Lagging

Across industries, AI is being embedded into workflows, services, and decision-making processes. From healthcare diagnostics to financial modeling, the speed of adoption is staggering. Yet in higher education, progress has been uneven. Some institutions are piloting AI-driven tutoring or predictive analytics, but many campuses lack a cohesive strategy.

This lag presents both a challenge and an opening. Higher education is uniquely positioned to guide society's conversation on responsible AI use, but only if it begins preparing now.



The Risk: Unprepared Institutions in an AI-Shaped Future

Without clear strategies, universities risk falling behind in multiple dimensions:



Governance gaps leave sensitive student and faculty data exposed



Skill shortages prevent IT teams from deploying AI responsibly and effectively



Literacy gaps among faculty and students widen inequality in how AI is understood and applied



Missed opportunities to use AI for research acceleration, student experience, and operational transparency

The longer institutions delay, the harder it will be to catch up and the greater the risks to academic integrity, data security, and institutional reputation.

The Roadmap: Building AI-Ready Institutions

1.

Upskilling IT Teams

As AI becomes embedded in academic and administrative systems, IT leaders must prioritize new skills:

DATA SCIENCE AND MACHINE LEARNING FUNDAMENTALS

AI TOOL INTEGRATION WITH CAMPUS SYSTEMS

ETHICAL AI PRACTICES AND RISK MANAGEMENT

CHANGE LEADERSHIP FOR AI ADOPTION



2.

Establishing Governance Frameworks

Higher education faces unique governance challenges. Protecting student data, respecting faculty autonomy, and safeguarding research integrity require clear policies. Governance frameworks must balance innovation with risk management, enabling experimentation while protecting trust.

3.

Promoting AI Literacy Across Campus

AI cannot be the responsibility of technologists alone. Firstly, faculty need to see how it affects the way they teach. Secondly, staff need confidence in using it responsibly in their daily work. Finally, students should leave campus ready to navigate a world where AI will be everywhere. IT leaders can spark this shift by creating opportunities for learning through workshops, training, and collaborations that bring different parts of the university together.



The Vision: Higher Ed as a Model for Responsible AI

If universities take bold steps now, they can do more than adopt AI. They can shape how society understands and applies it. The potential long-term benefits are significant:

1

Enhanced student experience through personalized learning and support

2

Research acceleration with AI-driven data analysis and collaboration tools

3

Operational transparency that builds trust with faculty, staff, and students

4

Cultural leadership as universities model ethical and responsible AI adoption

THE ALTERNATIVE — WAITING UNTIL AI IS UNAVOIDABLE —
RISKS LEAVING HIGHER ED IN A REACTIVE, RATHER THAN LEADING, POSITION.

First Steps for Leaders

For presidents, provosts, CIOs, and faculty leaders, the first step is not a massive investment but a strategic one:

Start the conversation, define a roadmap, and commit to institutional readiness.

Building an AI-ready campus is about more than tools; it's about preparing people, policies, and culture for a future already unfolding.

Higher education has the chance to lead the world in responsible AI adoption. The question isn't whether AI will shape the campus of the future, it's whether institutions will be ready to shape AI's role in that future.



“





EXECUTIVE INSIGHTS CORNER

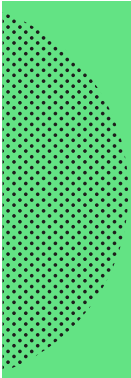
How a former teacher turned technology leader is helping higher education institutions find balance between innovation and impact

JEFF BUTLER, GENERAL MANAGER,
CANADA AT ONDARO

Before leading Ondaro's Canadian operations, Jeff Butler, General Manager, Canada at Ondaro, spent his early career in the classroom. This experience continues to shape how he approaches digital transformation in education today. "In the business world, companies typically focus on ROI as a way of measuring value," he explains. "In education, it's a little harder to quantify. Success is about improving the teaching and learning environment and creating better outcomes for students."

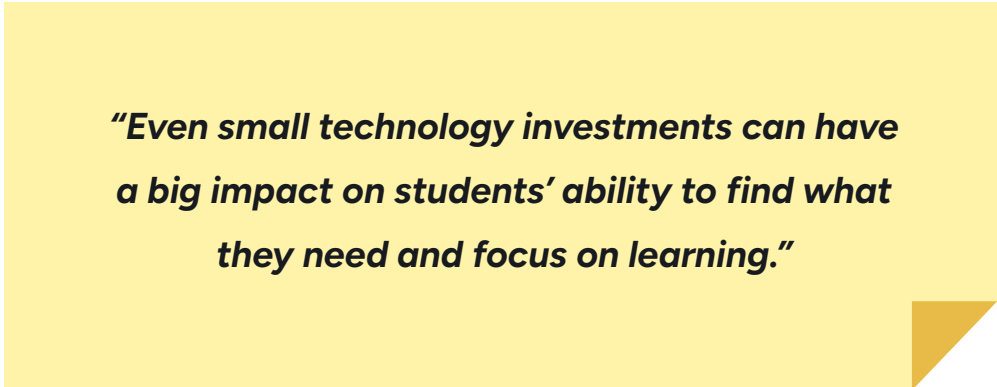


That focus on outcomes is especially relevant as colleges and universities face persistent budget pressures. **“Doing more with less is critical,”** Butler said. **“Technology can play an important role in that transformation as long as it’s done properly.”** He emphasizes that the most successful initiatives pair innovation with strong organizational change management.



“We often see institutions try to move an old process into a new tool. Replacing Tool A with Tool B without updating your process is a recipe for disappointment.”

From his vantage point working with universities across North America, Butler sees two priorities shaping higher education today: cost reduction and the intelligent use of AI. **“AI won’t replace a helpdesk, but it can dramatically improve the self-service experience and allow staff to focus on higher-value activities,”** he noted. Institutions are also exploring new ways to enhance the student experience, meeting the expectations of a generation accustomed to seamless digital interactions from brands like Amazon and Netflix.



“Even small technology investments can have a big impact on students’ ability to find what they need and focus on learning.”

As the conversation around digital transformation in education continues, Butler believes the real opportunity lies in building institutions that can adapt, evolve, and continue to deliver value — both to their students and their broader communities.





SERVICENOW PERSPECTIVE

ServiceNow and Higher Education

BRANDON CHICK, NATIONAL SALES DIRECTOR -
PUBLIC SECTOR AND EDUCATION

HOW SERVICENOW UNLOCKS VALUE FOR HIGHER EDUCATION

Universities often struggle with disconnected human resources systems that make it difficult to deliver consistent, efficient experiences for employees and faculty. ServiceNow's Human Resources Service Delivery (HRSD) transforms how institutions manage the employee life cycle by automating key steps in hiring, onboarding, contract administration, benefits management, and offboarding. By replacing paper forms and fragmented tools with guided workflows and a single knowledge base, HRSD reduces delays, improves policy compliance, and strengthens engagement among faculty and staff. Integrations with other enterprise systems ensure seamless data exchange for workforce planning and budgeting. With the Now Assist AI features, case handling becomes more efficient by automatically summarizing issues, recommending appropriate responses, and surfacing policy guidance — allowing HR teams to devote more attention to strategic workforce development and talent retention.

HOW HIGHER EDUCATION INSTITUTIONS ACHIEVE LONG-TERM BENEFITS

Universities that embrace ServiceNow are positioning themselves for sustainable institutional gains beyond immediate operational improvements. By consolidating student, employee, and research services on one platform, they reduce the total cost of ownership of legacy systems while improving data quality for long-range planning. A unified experience for staff, faculty, and students strengthens institutional reputation, which in turn aids recruitment and retention of both employees and learners. Over time, streamlined processes free up administrative resources to be reinvested in academic programs, research initiatives, and student success services. The consistent workflows and analytics also enable more responsive policy changes, better compliance reporting, and stronger alignment between campus services and strategic priorities such as digital transformation, workforce resilience, and fiscal sustainability. Ultimately, ServiceNow helps higher education institutions modernize their operating model in



ways that support long-term competitiveness and mission-driven impact.

LESSONS FOR OTHER INDUSTRIES

One key lesson is that mapping end-to-end journeys — like admissions to enrollment to graduation or hire to onboarding to development — delivers better outcomes than organizing around departmental silos. Another is that a single platform with shared components such as requests, tasks, service level agreements, and knowledge can serve many functions without duplicating tools. Federated governance, where central standards are combined with distributed service ownership, speeds adoption while maintaining quality. The experience with Now Assist also demonstrates that generative artificial intelligence can be effective and safe when grounded in enterprise permissions and knowledge.

TIPS FOR INSTITUTIONS STARTING THEIR TRANSFORMATION

Institutions often begin by creating a clear and effective front door. Launching Employee Center Pro with a manageable set of high-value services and well-written knowledge articles helps people quickly see value. Early integration with core systems such as student information, enterprise resource planning, learning management, and human resources information systems reduces inefficiency. Focusing on a few measurable journeys such as new student onboarding, faculty hiring, and facilities incidents enables leaders to set and share service level expectations. Piloting Now Assist in areas with dense context, such as financial aid or human resources cases, allows

teams to start with agent assistance and summaries before expanding to conversational search. Establishing service ownership, defining intake rules, reviewing metrics regularly, and retiring low-value offerings create accountability. Change management—through local champions, brief instructional videos, and clear guidance on how to request services—helps adoption.

WHY IMPROVING THE STUDENT AND EMPLOYEE EXPERIENCE MATTERS

Experience directly influences student retention, degree completion times, research productivity, and operating costs. ServiceNow supports improvements in these outcomes by enabling institutions to offer personalized experiences through Employee Center Pro that adapt to user roles and contexts, complemented by campaigns for key moments. Conversational self-service and robust search help deflect unnecessary contacts while maintaining transparency about request status. Cross-functional workflows spanning Human Resources Service Delivery and Workplace Service Delivery allow a single request to trigger coordinated tasks across teams. Now Assist accelerates both staff and students by providing summaries, suggested replies, and relevant knowledge at the right moment, and institutions can measure satisfaction, deflection, and resolution times to drive continuous improvement. In short, ServiceNow can serve as the operational backbone for higher education. By starting with a focused front door, integrating core systems, using artificial intelligence to increase efficiency, and governing with data, universities can transform both the employee and student experience.



ABOUT ONDARO

Ondaro is the leading Elite, pure-play ServiceNow partner in the Americas. We have helped thousands of clients achieve their transformation goals leveraging ServiceNow, the AI platform for business transformation.

Through strategy, implementation, transformation and operational services, we help our clients transform the complex landscape of business operations into streamlined, secure, automated processes.

Whether you need help getting started fast with ServiceNow product capabilities or going big with transformational impact, Ondaro can help you navigate what's next for you.

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