



# Enhancing Service Operations for a Leading Broadband Provider

How NewRocket helped Fastwyre Broadband harmonize technology services and operations, achieving streamlined processes and enhanced customer satisfaction.



## The Customer

Fastwyre Broadband, a leading broadband and internet service provider, sought to optimize service delivery and enhance customer satisfaction across its diverse operating brands. With a focus on growth and community support, Fastwyre aimed to unify technology services and operations to better serve its expanding customer base.



## The Challenge

Fastwyre faced challenges including reactive service issue response, lack of structured configuration management data, and time-intensive alert and outage management. These issues hindered efficiency and customer satisfaction, necessitating a solution to streamline processes and enhance operational effectiveness.



## The Solution

To address Fastwyre's complex business needs, NewRocket, implemented a comprehensive ServiceNow solution. Through workshops and program management, NewRocket developed a unified global process, deployed ITSM modules, and integrated Field Service for on-site dispatch. Leveraging ServiceNow Discovery, NewRocket aligned business concepts with the Common Services Data Model, paving the way for future growth.



## Results

The collaboration between Fastwyre and NewRocket resulted in increased process consistency, reliability, and quicker issue resolution. By deploying a unified ITSM framework and leveraging ServiceNow's capabilities, Fastwyre now has a modern platform to support its service management needs and accommodate future expansion. The program's success was further enhanced by client buy-in, dedicated expert resources, and flexible, low-customization solutions tailored to Fastwyre's unique requirements.