VARGROUP

The new Var Group Service Portal

Powered by ServiceNow

With Var Group's new Service Portal, we guarantee you a **more modern, scalable and value-oriented management for the business**.

+20pp

USER SATISFACTION
71% to 91%
(ServiceNow case data)

The primary access point to make IT service more transparent, secure, and measurable. The portal structures requests, improves data quality, and creates the foundation for automation and advanced integrations.

VISIBILITY AND GOVERNANCE
Status, accountability, and SLAs always available • More reliable dashboards and reporting

OPERATIONAL EFFICIENCY
Guided requests and more accurate routing • Less manual tasks and redundant steps

QUALITY OF SERVICE
Comprehensive data from the moment the request is opened • Less rework, more consistency in processes

How does it improve your experience?

BEFORE

Multiple channels not always integrated, limited visibility, impact on management times.

WITH SERVICENOW

Single access, structured requests, end-to-end monitoring, readiness to take charge.