Trace Isys builds on ServiceNow success with Self-Service Portal launch

Trace Isys (Trace), a leading provider of business-critical solutions to the insurance market for more than 30 years, today (xx January) announces the launch of the **ServiceNow Self-Service Portal**, which following a successful pilot with Guy Carpenter is now live.

The development and launch of the Self-Service Portal follows the deployment of ServiceNow in January 2015 and demonstrates Trace Isys' continued commitment to service excellence for their broker clients.

The Self-Service Portal delivers significant benefits in addition to those already offered by the ServiceNow solution, with a wealth of new functionality including:

- Single online platform for logging incidents, raising requests and accessing knowledge base
- Real-time monitoring & reporting on status of active tickets
- Trace News – System and support alerts
- Xchanging Service Screen – view current state of services provided by Xchanging

Online knowledge base – with powerful, key word searches – to access information from:

- Training Materials including user guides, quick reference topic guides and video tutorials
- Incident History

"John Scott, Director at Trace, explained: "ServiceNow, a state of the art Cloud-based service management system, has enabled Trace to further enhance its client support and service, which empowers our broker clients to offer a better service to their clients. The launch of the Self-Service Portal builds on this success."

David Hall, Associate Director at Trace, added: "We have been working in partnership with Guy Carpenter for many years and are excited by this latest development.

"The Self-Service Portal enables them, and other clients, to raise new tickets, track our active tickets and access documents from our Knowledge Base, with access to the resources, expertise and support of Trace's specialists when they need them."
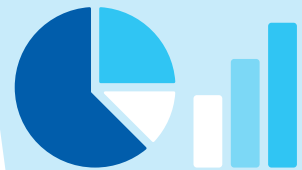
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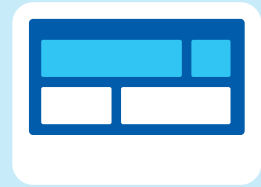
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Real-time monitoring & reporting

System & support alerts

Training materials