CASE STUDY | IT DIRECTORS FORUM ATHENS 2026

50,000 Claims a Month
4x Faster. €1.3M Saved

How E-XIM IT – ServiceNow Elite Partner and Member of QnR Group – Transformed Customer Service at Enterprise Scale

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ABOUT E-XIM IT · FOUNDED 2013 · WARSAW

E-XIM IT S.A. — Your ServiceNow Partner

The best ServiceNow partner in Poland, combining deep technical expertise with a client-first approach to deliver tailored digital transformation. Our mission is to develop our clients' potential as a trusted advisor and business partner.

- Listed on the Warsaw Stock Exchange (NewConnect)
- ServiceNow Elite Partner (Reseller)
- ServiceNow Premier Partner (Consulting & Implementation)
- Forbes Diamonds 2025 (Diamenty Forbesa)
- 70+ ServiceNow certifications: administrators, developers and architects
- Active across Poland and the CEE region

EXPERTISE

ITSM | ITOM | CSM | FSM | GRC | AI

Strategic ServiceNow partner for QnR Group's CEE market entry, including Greece.

AT A GLANCE

30+

professionals delivering ServiceNow consulting, implementation and managed services



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WHAT WE DO

What we build and deliver

Strategic vision: regional leader and Center of Excellence for **ServiceNow** across Central & Eastern and Southern Europe

IT Service Management (ITSM)

End-to-end IT service management powered by AI and workflow automation

Integrated Risk Management (IRM / GRC)

Integrated governance, risk and compliance on a single platform

Customer & Field Service (CSM & FSM)

Connected customer service from request to resolution

App Engine

Rapid low-code application development and business process automation

INDUSTRIES WE SERVE

- Banking & insurance
- Retail & e-commerce
- Logistics
- Manufacturing
- Pharma & healthcare
- Telecom & utilities
- Public sector

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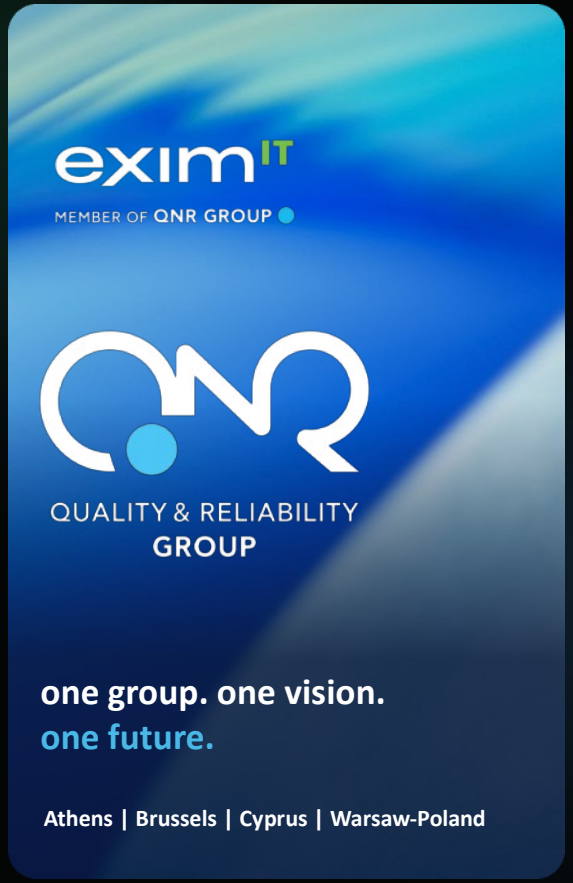

PART OF QNR GROUP

The next European technology Powerhouse

E-XIM IT is a member of QnR Group, bringing ServiceNow expertise to the Group and its markets across CEE, including Greece.

35
years in market

210+
professionals

400+
private-sector clients (2026)

80
public entities

341
certifications

11
ISO standards

2026 HIGHLIGHTS

- 8 integrated tech companies
- 4 Delivery Centers
- 50% public / 50% private revenue split

CULTURE & GOVERNANCE

- Great Place to Work® certified (86% score) for three consecutive years, 2023–2025

THE CLIENT

Logistics arm of Europe's leading marketplace

The customer is the dedicated logistics and shipping arm of its parent company, Europe's leading marketplace.

23
countries

75M
users

>600M
parcels annually

Customer Network

Shipping network aggregator, providing a global network of 60+ carriers across all European countries.

Customer Carrier

Logistics company owning an out-of-home delivery network of lockers and shops.

Why it matters: at this scale, every manual step in customer service is multiplied millions of times.

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THE CHALLENGE

50,000 escalations a month, handled manually

High claim volume

50K+ shipping-related escalations per month

Large-scale operations

2,000+ agents managing escalations

Inconsistent processes

Key issues: lack of transparency and limited traceability

Each carrier uses a different communication method:

- Email
- External systems
- Shared sheets

…sheets, SHEETS, SHEEEEETS!

As the company expands and shipment volumes increase, the manual approach has become unsustainable and unscalable.

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THE DECISION

Why ServiceNow? Why E-XIM IT?

Why ServiceNow?

Considered: *Customer Service solutions or building a system from scratch*

- **Flexibility:** Most customizable solution
- **Responsiveness:** Best support during the selection process
- **Familiarity:** Previous experience with ServiceNow in-house
- **Complex but powerful:** Requires specific skills
  Not the cheapest: Value justifies the investment

Why E-XIM IT?

Client Partner's recommendation: **trusted introduction**

Responsiveness
Demonstrated strong support throughout the process

Expertise
Knowledgeable team with relevant experience

Cost-effective
A balanced approach to quality and budget

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PROJECT SCOPE & TIMELINE

One platform for clients, agents and carriers

External clients side

Service Portal

- Portal design
- Multiple client accounts
- Claim forms
- Knowledge Base

Customer (platform) side

Customer Service Processes

- Agent Workspace
- Case Management
- Workflow Automations
- Advanced Work Assignment
- Knowledge Base

Carriers side

Carrier communication

- Carrier Service Portal
- Email / task automations
- Carrier system integrations

AI-powered automation: custom integration with OpenAI for “reading” email responses and “making” decisions

3 months to MVP release

MVP · 3 months

Additional functionality · 6 months

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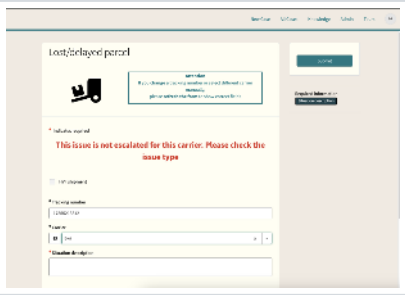
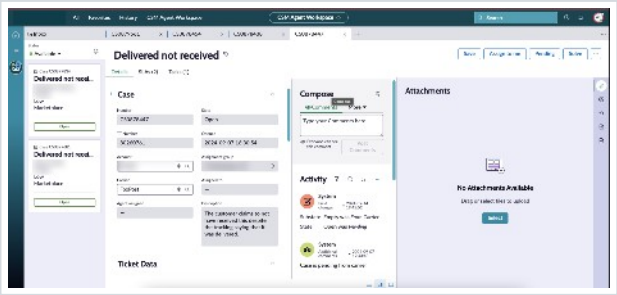
THE SOLUTION IN ACTION

One workspace, one platform, one source of truth

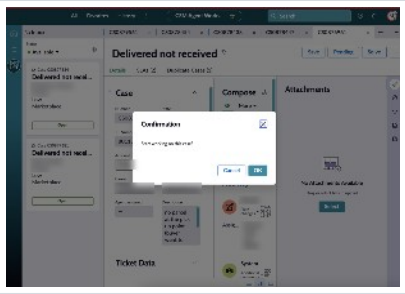
Workflow automation



Advanced Work Assignment



Custom metrics



Reporting engine



WHAT IT ENABLES

Smart intake

Business rules on key data points: only valid cases reach agents

Automatic routing

Every case assigned to the right agent in one workspace

Tailored KPIs

Custom metrics built into the agent workflow

Real-time insight

Robust analytics for informed decision-making

RESULTS

Key achievements & metrics

Handling time reduction

2:30 → **0:41**

Initial AHT

Current AHT, stable over the last 3 months

±4x improvement in case handling time

Optimisation & automation

60+

carrier flows successfully onboarded

55–60%

of key processes and flows automated

Focus: onboarding carriers & optimising workflows

€1.3M annual customer service cost savings

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ROADMAP

What's next?

CLAIM MANAGEMENT

RPA implementation
Automating repetitive tasks

Carrier system integrations
Streamlining processes

AI scaling
Expanding AI-driven solutions

Process mining
Analysing and optimising workflows

CARRIER

- Scaling carrier flows
- Flow optimisation & automation
- Call support integration
- Chatbot / chat support

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LET'S TALK

Ready for your next step on ServiceNow?

Book a free consultation

Scan the QR code to leave your details — we will get back to you.

www.eximit.pl

Scan to book a free consultation

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