

McDonald's Drives User Adoption with ServicePortalMax

A functional and attractive service portal was requested and Stave's ServicePortalMax for ServiceNow® provided this iconic restaurant with service and quality

Key Highlights



Fast Implementation

Delivered a fully-implemented and functional portal in less than a month.



Reduced Phone Incidents

30% fewer incidents are being opened via phone, reducing costs and satisfying users.



Satisfied Users

With a service portal they actually enjoy using, customers are driving adoption themselves.



"I'm Loving It"

Big Macs. Happy Meals. PlayPlaces. Chicken McNuggets. And fries. Everyone has a favorite McDonald's order. What no one enjoyed at McDonald's corporate offices was their old end user portal.

That's when they ordered Stave to implement a brand-new customer-centric experience powered by ServiceNow's Service Portal and Stave ServicePortalMax, an application available on the ServiceNow Store. A new portal was delivered faster than a trip through the drive-thru and now finally the employees were satisfied.

Stave ServicePortalMax

Stave ServicePortal Max offers ServiceNow® customers an instant turn-key and mobile-ready self-service portal. Pre-designed templates offer multiple themes and design widgets to ensure your team gets the look they desire, in minutes not months.

With mobility as a critical component of ServicePortalMax, each portal utilizes responsive design elements to ensure optimum viewing on any screen size. Mobile phones, tablets, laptops, and monitors render perfectly.

Business Apps to Simplify Work

We digitize departmental, back office, supporting, and compliance functions on the ServiceNow platform. Our certified and scoped software is developed for:

- Facilities, Fleet & Asset Management
- Procurement & Procure-to-Pay
- Ops, Admin & Safety
- Cybersecurity, Governance & Risk Management Framework
- UX & Platform Tools

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