



Red Lobster selected InSource, a ServiceNow Gold Partner, based on our track record of successful ServiceNow implementation, scalability and expertise in IT Service Management

Quick Stats

► Industry

Hospitality & Food Service

► Overview

Headquartered in Orlando, Florida, Red Lobster is an American casual dining restaurant chain that specializes in seafood. In 2014, the restaurant chain was acquired by Golden Gate Capital from their former parent company Darden Company, which started their new course as an independent company. Red Lobster currently has over 700 locations worldwide and operates in 11 countries.



Executive Summary

Red Lobster, an American casual dining restaurant chain, was going through a divestiture from their former parent company. At the time, they were still using Darden's failing ITSM system, which lacked efficiency and scalability. InSource was selected based on our track record of successful ServiceNow implementation, scalability and expertise in IT Service Management. The project roadmap was created based on needs of their restaurant chain's IT department, which resulted in a successful implementation of ServiceNow for the organizations incident and request processes in their service portal. Their ServiceNow implementation provided them with the fundamental data support needed for Red Lobster to organization to expedite their system cut overs and support their internal IT environment.



The Challenge

Red Lobster was going through a divestiture from their parent company Darden Foods. At the time, they were still using Darden's systems for IT Service Management, which was failing. They were spending around 25k per week in infrastructure within Darden's environment that lacked scalability and standardized processes. Their current Microsoft heavy system had a failed install and lacked efficiency.

Red Lobster needed a technology solutions partner to create and implement a complete project roadmap to get them off the ground, address their needs, drive best practices and improve efficiency. InSource was selected based on our track record of successful ServiceNow implementation, scalability and expertise in IT Service Management.

The Solution

A small team, that included a ServiceNow certified consultant and developer who specialized in IT Service Management created the project roadmap that outlined a very rapid and cost-effective solution that would allow Red Lobster to utilize the power of the ServiceNow ITSM platform quickly.

The project roadmap was created based on needs of their restaurant chain's IT department, which resulted in a successful implementation of ServiceNow for the organizations incident and request processes in their service portal.

In addition, InSource configured and implemented a more efficient new hire onboarding process that tapped into HR department. We completed the project by executing an executive roll out for the CIO.

The Outcome

InSource's expertise in implementing ServiceNow allowed the organization to expedite their system cut overs and support their internal IT environment. We were able to go live with their ServiceNow solutions within 10 weeks.

Their ServiceNow implementation provided them with the fundamental data support needed for Red Lobster to become more mature- giving the organization a jumpstart to being truly service centric and mature in there IT services. As an experienced and trusted technology solutions partner, InSource provided individualized best practices and an in-depth knowledge of ServiceNow implementation.

Further Information

Read more case studies in the resource section of our website:

[Insourcenow.com](https://insourcenow.com)

