

SingularLogic successfully implemented the IT Service Management (ITSM) Project for DESFA with the ServiceNow Platform

Athens, November 28, 2024. SingularLogic, a member of the Space Hellas Group, successfully implemented the IT Service Management (ITSM) project for DESFA S.A., leveraging the capabilities of the ServiceNow platform.

DESFA S.A., the National Natural Gas System Operator, is responsible for the operation, management, maintenance, and development of the National Natural Gas System and its interconnections. The organization focuses on technical excellence, efficiency, and the effective utilization of the infrastructure it manages. As a critical infrastructure for Greece and the broader geographical region, DESFA consistently delivers services to ensure optimal and transparent operations, supply security, reliability, and adequacy.

By implementing the ServiceNow platform, a recognized leader in digital transformation and workflow automation, DESFA provides contemporary IT services to its employees and improves user experience. DESFA users now enjoy a modern, unified, cloud-based IT service management environment. Automated workflows enable faster and more efficient handling of requests and incidents, minimizing unforeseen work disruptions caused by technical issues.

Furthermore, the solution enhances transparency within the organization's IT services by immediately visualizing tasks through dashboards, reports, and performance metrics, enabling the alignment of IT actions and priorities with the organization's objectives.

DESFA selected SingularLogic for its proven expertise in implementing complex IT projects and its status as a certified ServiceNow partner. The successful completion of the project resulted from the seamless collaboration between the SingularLogic and DESFA teams. This collaborative effort ensured the project was delivered smoothly and on time, establishing a modern and reliable IT infrastructure that provides a strong foundation for DESFA's future digital initiatives.

About SingularLogic: SingularLogic, a Space Hellas Group member, is a leading Software Integrator that provides Enterprise Software Solutions and Services for large enterprises and organizations in the Private and Public sectors. It has highly skilled personnel, broad solutions and services portfolio, a national distribution network, a large customer base, and has implemented big-scale IT projects for the Private and Public sectors, nationally and internationally. www.singularlogic.eu

Contact person:

Despina Avratoglou | Marketing Manager | SingularLogic S.A.
davratoglou@singularlogic.eu | T: +30 210 626 7972 | M: +30 694 7322 225