



Northwest FCS Furthers Commitment to World-Class Employee Engagement on Salesforce

“We considered ServiceNow, but it is a very heavy lift and the other solutions we evaluated were too technical and IT-centric. We needed something that was **employee-friendly, fast to deploy, scalable and ideally native to Salesforce.**”

Clay Morscheck, VP Technology, Northwest Credit Farm Services

Why They’re Trailblazers

4-time winner of the **Gallup Exceptional Workplace Award**, one of only 38 companies worldwide recognized for excellence in employee and customer engagement

5-time recipient of **Best Places to Work – Inland Northwest** which evaluates areas like company policy, practices, employee satisfaction and engagement

Heavily invested in **Salesforce as a unified platform** and the **ITIL® framework** to ensure superior service levels and a more integrated and informed experience



The Native ITSM Advantage

Evaluated several ITSM offerings including ServiceNow, EasyVista, SolarWinds Service Desk and BMC Remedy, all of which were outside of the Salesforce ecosystem, requiring additional user training and potential operation silos

Chose Cadalys Service Management, the only native ITSM app that works seamlessly with Salesforce, furthering their goal to unify business processes on a single platform

Key advantages were rapid speed-to-deployment, pre-configured ITIL workflows, and ease-of-use to help non-technical employees embrace the system

ITSM provides a powerful launching pad for enterprise-wide service management