invgate

☀ ALLSHORES

🌐 Bermuda

👥 600+ employees

🏛 Insurance and financial services software

Allshores is a global insurance and financial services group formed through the amalgamation of BF&M and Argus. Together, the organizations bring decades of industry experience, an international workforce, and established operations across multiple regions.

- 42% of self-service adoption.

- Consistent and controlled Change Management across the organization, ensuring all changes are visible, traceable, and governed.

- Stabilized SLA performance, with teams consistently meeting response and resolution targets.

Case study

How Allshores Unified Two IT Systems Into One Service Platform After a Global Merger

Following the amalgamation of BF&M and Argus, Allshores needed to consolidate two IT environments into a single Service Management approach. The goal was to simplify collaboration across continents, speed up change, promote self-service, and give teams the ability to adapt processes internally as the organization continued to grow.

Challenge

Before the merger, Argus and BF&M operated on different ITSM platforms: ServiceNow and Ivanti. In both cases, configuration changes, fixes, and improvements depended heavily on vendor involvement.

Even small adjustments could take weeks or months to complete, and as the organization merged and scaled, this lack of flexibility limited their ability to adapt systems and processes effectively across regions.

Solution

With InvGate Service Management, the IT team gained direct control over workflows and daily operations. Processes that once took more than a year to implement were live in just a few months. Adoption was immediate, even for business users with no IT background, giving global teams a consistent experience and encouraging self-service across the organization.

⊘ **Unified Change Management process**
Before InvGate, change approvals happened through scattered emails, hallway conversations, and local tickets. Different offices followed their own methods, often without visibility or documentation. Now, every change request goes through one governed process. Approvals and notifications are fully automated, and all activity is reflected on a shared change calendar, giving every team immediate visibility of upcoming deployments. These changes allowed the team to move fast where risk is low, apply strong governance where risk is high, and keep everything auditable, automated, and aligned with the business.

⊘ **Automation to support collaboration**
Automatic routing and approvals reduced manual work and improved coordination between IT and the business, helping teams respond faster without adding process overhead.

⊘ **Self-service portal and request centralization**
Allshores centralized IT requests in a single portal, making it easier for employees to submit, track, and manage requests. The clear interface helped drive adoption.
It went from having a portal without usage and receiving requests via email, to more than 42% of users using the self-service portal.

⊘ **Reporting and visibility for leadership**
Integration with Power BI gave leadership real-time insight into SLAs, workloads, and performance across internal and external teams. With InvGate's custom dashboards, Allshores could track KPIs, change status, PIR completion, and incident correlation.
All this data supported more informed operational decisions.
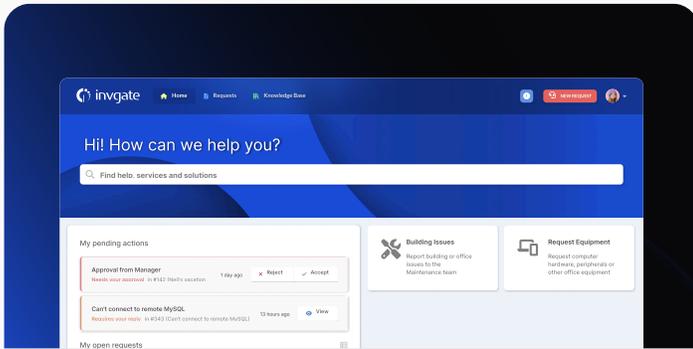
"We'd been trying to push self-service for a long time, but before people just didn't use the portal, they'd rather send an email. InvGate drastically changed that. The interface is cleaner and easier, not just for IT but for our users too. Now, users go straight to the portal instead of emailing us."

Sjoniece Wolffe
IT Service Delivery Manager en Allshores.
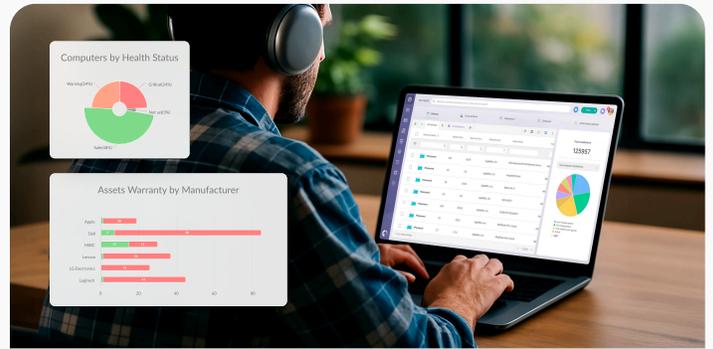
"What took us a year and a half to build in Ivanti, I built in a few months with InvGate: a full Change Management module. Honestly, with other tool sets, I don't think that's feasible. I've accomplished something pretty big in a really short time, and it's made me look good. And it's actually a lot of fun, I have to say; I'm actually having fun again at work."

Weston Thomsom
Change Manager at Allshores.

What's next

With its Service Management foundation in place, one of the most awaited projects for Allshores is to configure its onboarding and offboarding workflows in InvGate.

The team is also looking to expand automation and AI capabilities using InvGate's Virtual Service Agent to strengthen self-service and reduce repetitive tasks.

Global leaders trust InvGate