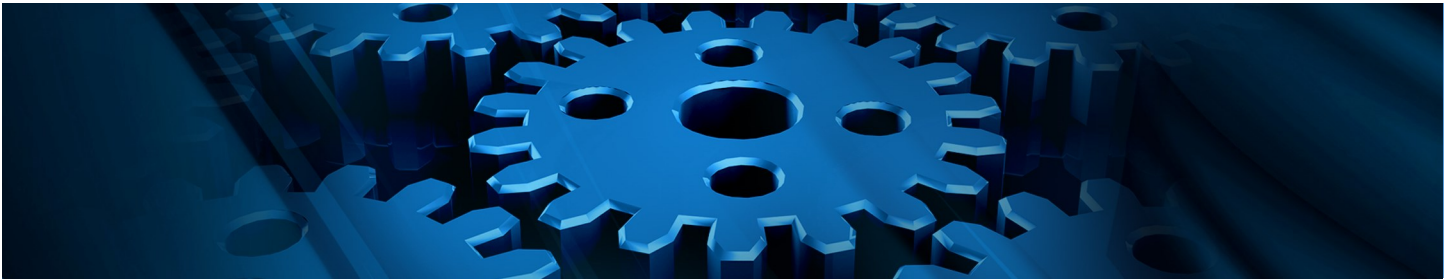


Service Management to Application Discovery Integration



Background

Leading multi national investment banking and financial Services corporation. Third largest bank holding company in the US by assets. Operations in more than 140 countries with approximately 16,000 offices worldwide.



Challenges

- ▶ Lack of complete Infrastructure dependency information leading to multiple unplanned outages
- ▶ Not able to identify the risk before implementing the change (Impacted CIs and Services)
- ▶ Extended Mean Time to Resolution on outages impacting critical business application
- ▶ Software compliance issues and Audit concerns on Change management



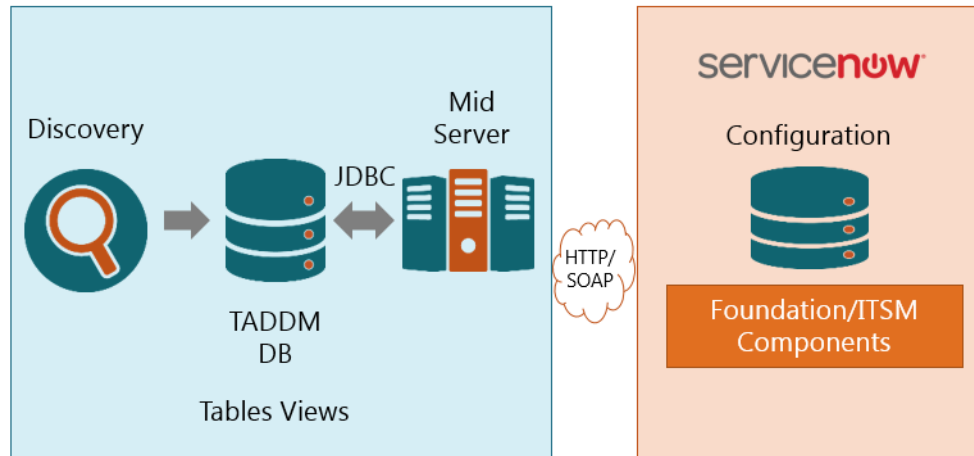
Business Execution Approach

- ▶ Developed process for finalizing CI's and relationships to be managed in the CMDB
- ▶ Trianz developed framework to integrate TADDM with Configuration and Asset modules with ServiceNow
- ▶ The framework was deployed to capture commonly used CIs and its relationships
- ▶ Additional CIs, Attributes and Relationships were captured based on the client requirements
- ▶ Implementation of federation capabilities to view additional CI and relationship details from real time discovery



Technology

- ▶ ServiceNow
- ▶ IBM Tivoli Application Dependency and Discovery Manager



Successful Business Results

- ▶ Provided ability to perform impact analysis for effective change management
- ▶ Reduction of emergency changes and latent changes from close to 55% to within industry average of 10-15%
- ▶ Consolidated single source of reference, configuration data in CMDB with greater visibility to infrastructure components and its relationships to applications
- ▶ Provided audit reports, tracking all critical changes happening at the Application level

About Trianz

Trianz is a dynamic and fast growing firm that helps leaders in client organizations formulate and execute operational strategies to achieve business results from a senior management perspective. With a focus on Business Digitization, Analytics, Cloud Enterprise, Mobility and Cloud Infrastructure, we bring the best of consulting and technology experiences, execution models, and IP to deliver consistent success to clients. With offices in Silicon Valley, Washington DC Metro, New York, Bangalore, Chennai, Hyderabad, and the UAE, Trianz serves a wide range of clients from *Fortune* 1000 to emerging companies in high tech, insurance, financial services, retail, life sciences, public sector and logistics industries.