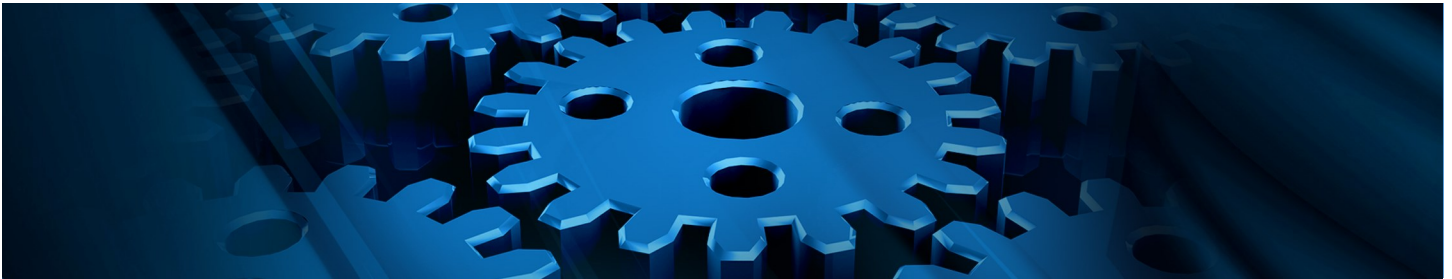


## ServiceNow Configuration and Asset Management Implementation



### Background

Leading Logistics Provider. Client current IT Service Management tool (ServiceNow Eureka) is been used extensively for Incident, and Change requests but the Asset Management was not utilized to it's full core. Trianz has helped the Client with our unique process of strengthening Asset Management capabilities and building correct and complete Hardware, Software Assets and Software License compliance. The scope of Asset Management is to assess gaps, identify sources of the gaps and perform necessary corrections.



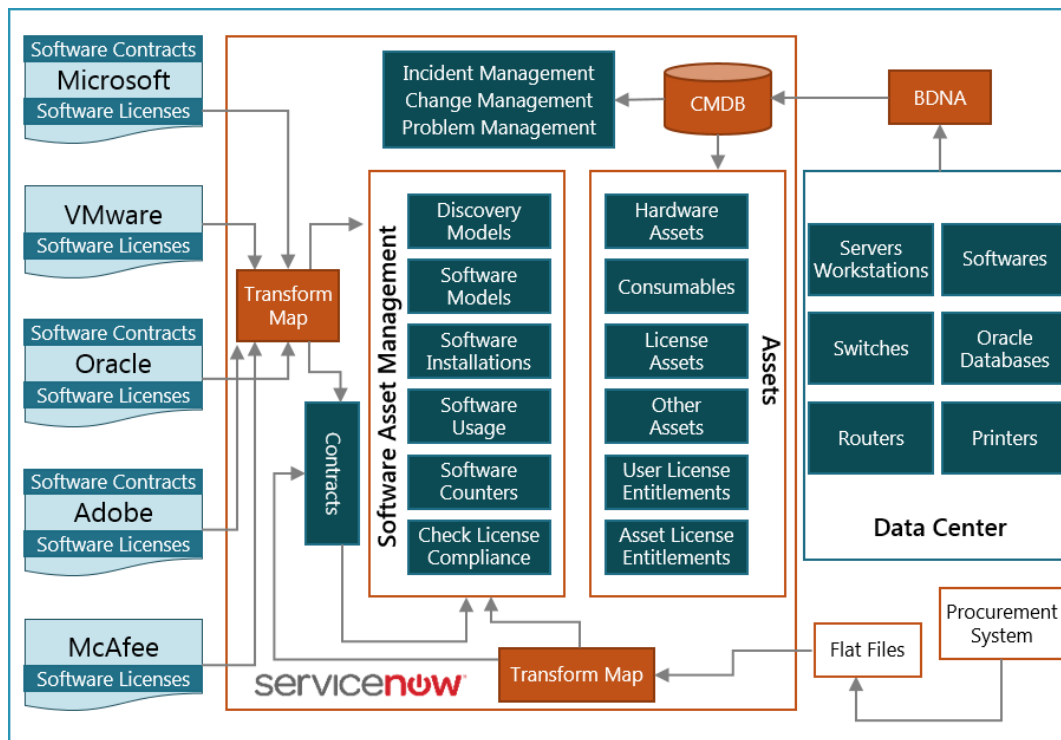
### Challenges

- ▶ Existing Asset Management process is significantly customized
- ▶ Identify the sources for all Hardware and Software Assets (Procurement System and Discovery Sources)
- ▶ Normalize software/Hardware asset data coming from Multiple Sources ( If applicable) using Software and Hardware product model information
- ▶ Creation of Software Compliance results seemed to be a big challenge
- ▶ Work closely with Asset Management and ServiceNow teams to ensure industry best practices for Software Asset Management (SAM)



### Business Execution Approach

- ▶ **Process Engineering:** Developed and Implemented Asset and Configuration management process based the best practices framework
- ▶ **Solution Architecture:** Design, development and implementation of ServiceNow Configuration, Asset Management (Hardware and Software) and integration between ServiceNow and other sources to bring configuration and Asset data



## Successful Business Results

- ▶ Significant customization in Asset Management process has been reduced to use out of the box functionality in ServiceNow throughout the lifecycle of a CI and its relationships
- ▶ All critical assets [including hardware, software] have been captured with in-depth details (Location, Domain, CPUs and etc) by integrating ServiceNow using BDNA Discover
- ▶ Enabled the Client with various reports to identify the sources for software contract information that includes number of licenses (rights) owned by organization and usage of the Licenses and the compliance level. This will help the customer to manage the Software License in an effective and efficient way
- ▶ Enabled proactive Software Asset Management
- ▶ Conduct periodic workshops on Software/Hardware Asset Management with IT and Business teams
- ▶ Implemented ITIL process for Configuration management to remove the gaps in the existing process, this improved the service management efficiency by 25%
- ▶ Provided thought leadership in driving efficiency and best practices
- ▶ Developed and implemented repeatable process reducing administrative overhead
- ▶ Better visibility from other ITSM application to all the CI's and its contractual information

### 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.