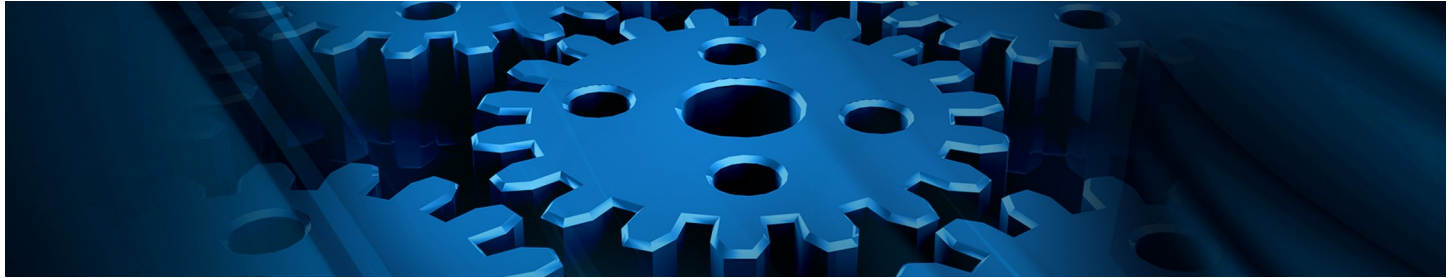


ServiceNow Implementation



Background

A leading IT Service Provider. Streamline IT operations by implementing industry best ITIL processes and migration to a new ITSM platform.



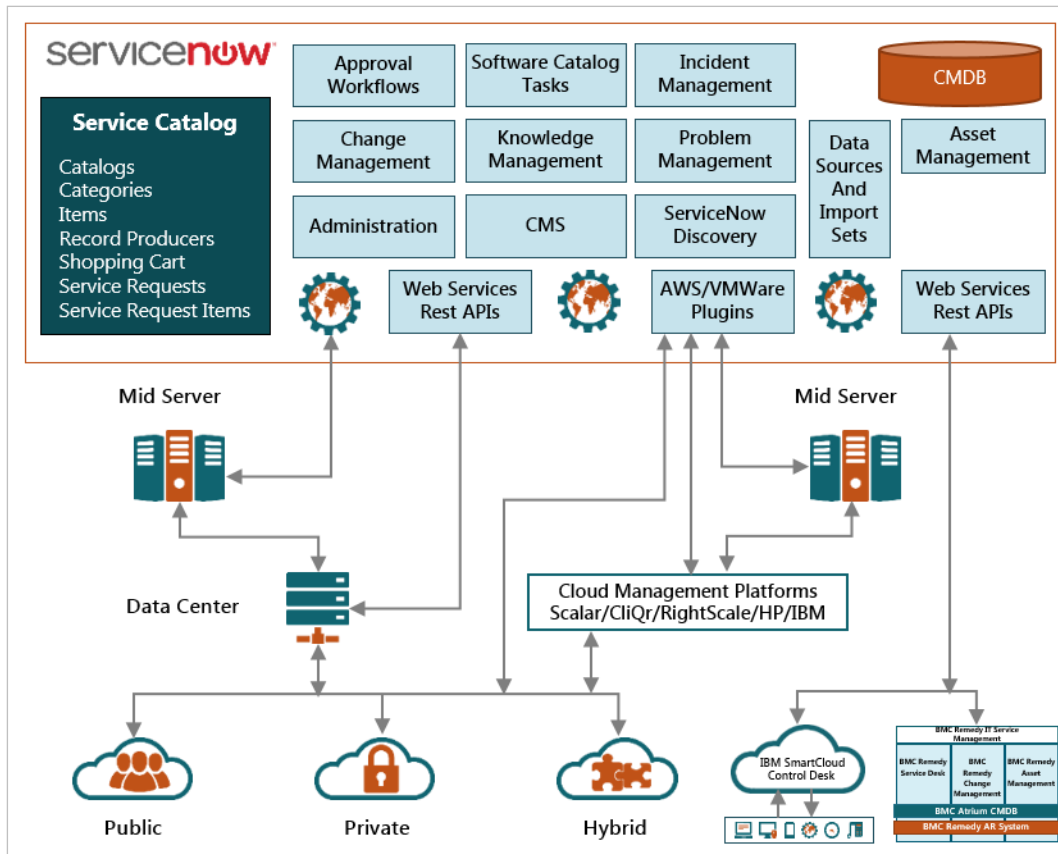
Challenges

- ▶ To close the audit non compliances and adopt ITIL best practice
- ▶ Eliminate unplanned business outage, track all types of changes end to end
- ▶ Ability to perform proper impact & risk analysis for planned changes
- ▶ Establish a single source of truth view of IT infrastructure Configuration Items
- ▶ Consolidate disparate tools and improve operational efficiency
- ▶ Improve end user experience and customer satisfaction



Business Execution Approach

- ▶ **Process Engineering:** Developed and Implemented Change and Configuration management process based on ITIL V3 best practices framework
- ▶ **Solution Architecture:** Design, development and implementation of All ITSM modules (Incident, change, problem) Service Catalog, Asset & Config Database and integration between Platform's and other applications for automation through Midserver & Direct Web Services
- ▶ **Integrations:** Integrations with external vendor Service Desks (**BMC ITSM** and **IBM SCCD** applications to update the status of the ticket using web services)
- ▶ **Cloud Catalog:** Designed and developed cloud catalog for Private (VMWare) and Public (Amazon, OpenStack) cloud end to end automation using CMP frame work
- ▶ **Discovery and Service Mapping:** Setting up and manage multiple mid servers to discover various components in different networks, business application mapping using Service Mapping
- ▶ **Monitoring:** ServiceNow Event Management integration with Netcool/OMNIBus event source
- ▶ **Steady State Operations:** Post production support



Successful Business Results

- ▶ Reduction of Emergency Changes & latent changes from close to 55% to within the industry average of 10 to 15%
- ▶ Automated status update to customer tickets
- ▶ Significant reduction of unauthorized changes. Process discipline and compliance
- ▶ Consolidated Single source of Truth, Configuration Data information in CMDB with a great visibility to the infrastructure components and its relation
- ▶ Improved impact and risk analysis processes. Reduced audit problems
- ▶ One click infrastructure readiness including VM, Web Servers, Databases and Load Balancers to its customers
- ▶ Reduction in large support staff. Significant reduction in outages

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.