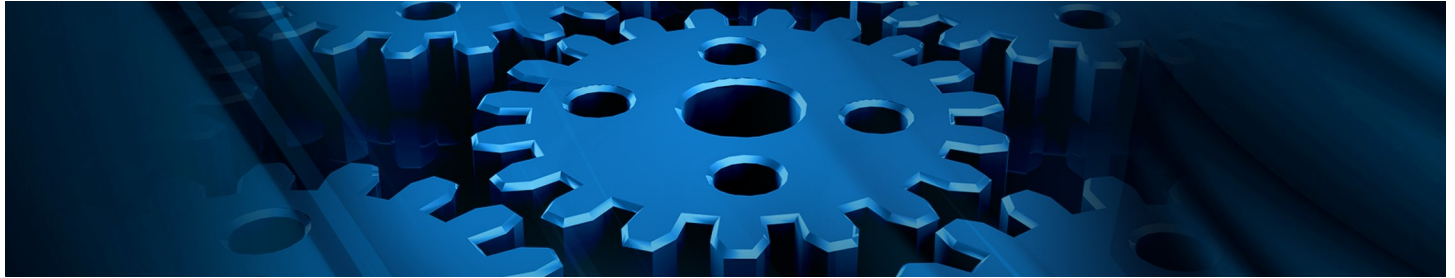


## ServiceNow Service Catalog Implementation for DC Operations



### Background

A Leading Data Center Hosting Services Company. Client has implemented ServiceNow Service Management tool to support all IT processes and to effectively manage changes to the IT infrastructure. As part of the Service Management initiative, Client is looking at implementing Service Catalog for cloud infrastructure operations and this includes right from gathering of business requirements from all the respective business units and affiliates for the identified Service Offerings and converting them into functional and technical requirements and implementing it using the Service Catalog.

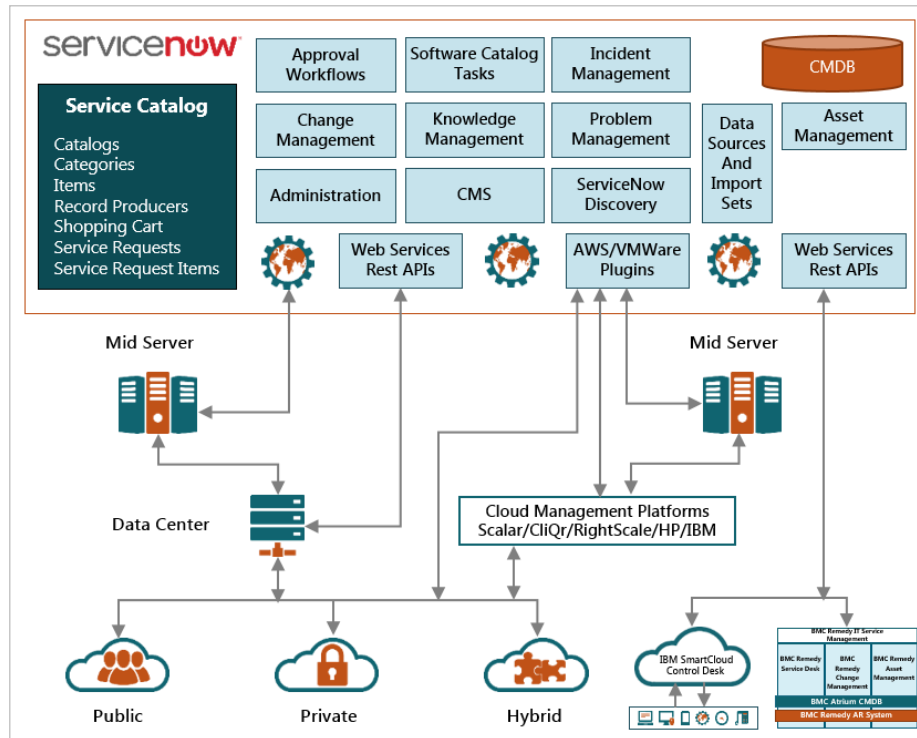


### Challenges

- ▶ Gathering Business Requirements by interacting with multiple fulfilment groups to define service catalog items was a challenge
- ▶ The technicians were accustomed to receiving phone requests or signed paper forms, then fulfilling the orders. This resulted with no proper tracking mechanism and to fix this, a cultural change was required
- ▶ No proper SLA and Approval process
- ▶ Requesting for Services was difficult for the user because it was not obvious how to go about it, and also no standardized processes for it
- ▶ No data for report generation and Metric Analysis



## Business Execution Approach



## Successful Business Results

- ▶ Empower the business and technical users to interact and order the services they need to do their job
- ▶ Provide transparency into the approval process, and allow users to track the progress of their own requests
- ▶ Using Service Catalog, organization can deliver standardized services, capture data for an array of Department Services, coordinate transfer pricing between departments, and improve internal controls with full audit capabilities
- ▶ Providing services that are relevant, reliable, and easy to understand (more intuitive)
- ▶ With most ITSM functions residing in ServiceNow (Incident, Problem, Change, Asset), this will provide more seamless automation and data sharing.
- ▶ Provided thought leadership in driving efficiency and best practices
- ▶ Creation of automatic Incident Requests, Approval and SLA configuration resulted in better efficiency with minimal effort
- ▶ Automation through Orchestration resulted in better efficiency with minimal effort
- ▶ Deliver IT Services through a Single IT Operations Portal
- ▶ Improve Datacenter efficiencies through Automation

### 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.