



Service Management to Application Discovery Integration

Client:

The client is a leading multinational investment banking and financial services corporation with operations in more than 140 countries and approximately 16,000 offices worldwide. It is the third largest US bank-holding company by assets.

Business Challenges:

The client did not have visibility of its infrastructure dependencies, leading to audit issues with change management and, worse, multiple unplanned outages. This was exacerbated by an inability to identify the risk before implementing changes. This led to a greater risk of service outages and longer mean time to resolution (MTTR), which in turn had a significant impact on critical business applications. In addition, the client faced multiple software licensing compliance issues.

Technical Solution:

Our team developed a process for finalizing configuration items (CIs) and managing relationships in the configuration management database (CMDB) by integrating the discovery tool – Tivoli Application Discovery Manager (TADDM) – with ServiceNow Configuration and Asset modules. This framework captures the commonly used CIs, attributes, and relationships based on the client's requirements. To have the most effective outcome, we implemented federation capabilities to view additional CI and relationship details from real-time discovery.

Key Facts

- *No need to rip & replace; able to retain existing investments and tools*
- *Through the ability of the platform and Trianz expertise in integration, leveraged best of breed tools from multiple vendors and sources*
- *Able to control the population of CI types along with relationships in a structured way; this helped in the reduction of maintenance costs*
- *Provided the ability to perform impact analysis for effective change management; this helped the reduction of emergency changes by 30%; time to market was improved by 20%*

Technology Stack:

The main technologies used were ServiceNow and the IBM Tivoli Application Dependency and Discovery Manager.

Business Results:

With the Trianz ServiceNow solution fully deployed, the client can perform real-time impact analysis for effective change management. This has reduced emergency and latent changes to the industry average of 10-15% from close to 55% before.

The framework has helped to consolidate the client's multiple data sources into a single federated CMDB. This has created a greater visibility of infrastructure components and their relationships to applications, as well as visibility of the services provided to clients, thereby allowing for a better understanding of the service impact and reduced MTTR.

We continue to work with the client, building new audit reports, tracking all critical changes happening at the application level, and providing new insights to service delivery.

About Trianz



Trianz enables digital transformations through effective strategies and excellence in execution. Collaborating with business and technology leaders, we help formulate and execute operational strategies to achieve intended business outcomes by bringing the best of consulting, technology experiences and execution models. Powered by knowledge, research, and perspectives, we serve *Fortune* 1000 and emerging organizations across industries and geographies to transform their business ecosystems and achieve superior performance by leveraging Cloud, Digital, Analytics and Security paradigms. As a professional services firm, our values and culture are focused on delivering measurable business impact, predictability in execution, and a unique partnership experience.

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