TRIANZ
Execution Matters.

ServiceNow Implementation

Client:

The client is a US-based, leading IT service provider with 7,000 employees worldwide and $3 billion in revenue. It helps organizations identify, track, and manage the deployment of critical assets.

Initiative:

The client sought to streamline IT operations by migrating to a new IT service management (ITSM) platform and implementing the industry's best ITIL processes.

Business Challenges:

The client asked us to help in closing the exceptions to audit compliance, eliminating unplanned business outages, tracking all types of relevant changes end to end, enabling proper impact and risk analysis for planned changes, establishing a single source of truth (SSOT) view of IT infrastructure configuration items, consolidating disparate tools, and improving operational efficiency. Together, these would improve the end-user experience and lead to greater customer satisfaction.

Key Facts

- *Number of help desk requests reduced by 30% by implementing the proper knowledge base*

- *Service disruption reduced by 30% by implementing CMDB and Change Management*

- *The end user experience was improved by enabling a self-service portal; the volume of help desk calls decreased by 30%*

- *Established a greater visibility on the request fulfillment process, and time to market was improved by 20%*

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Technical Solution:

Our team of experts developed and implemented change and configuration management processes based on the ITIL V3 best practices framework. We designed, developed, and implemented the ServiceNow ITSM modules (on incident, change, problem, etc.), and asset and configuration databases. We also designed and developed service catalogs, and completed the integration to other applications through mid-server and direct web services to drive automation. We used the mid-servers to determine the various components in different networks and build business application maps by using service mapping.

To further improve customer experience, we integrated other service desks (BMC ITSM and IBM SCCD applications) to track and update the status of tickets by using web services. We designed and developed a cloud catalog for end-to-end private (VMWare) and public (Amazon, OpenStack) cloud automation by using the cloud management platform.

To expand incident management and enrich events, we integrated ServiceNow event management with the Netcool/OMNIbus event source.

Business Results:

Since implementing the Trianz ServiceNow solution, emergency and latent changes have come down to the industry average of 10-15% from close to 55% before. There has also been a significant reduction of unauthorized changes due to process discipline and compliance. This has led to a reduction in support staff that can now focus on differentiated business capability.

By federating the disparate configuration data information in the SSOT configuration management database (CMDB), we were able to create visibility across the infrastructure. This has resulted in improved impact and risk analysis processes, as well as fewer audit issues.

Moreover, the customer experience has improved considerably, thanks to the use of automated status updates to customer tickets and one-click infrastructure readiness. The one-click infrastructure includes virtual machines, web servers, databases, and load balancers for customers.

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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