



ITSM Case Study

This client has created a world class transport and utility infrastructure portfolio that has a pan-India presence. Over the years, it has positioned itself to be the market leader in its transport logistics and energy utility portfolio businesses focusing on large scale infrastructure development in India with O & M practices benchmarked to global standards.

Problem

- Multiple It Service Management Systems: Multiple legacy IT Service Management systems across multiple suppliers with manual processes involved
- Discreet systems for different functions: Different systems - all functions like HR, IT, Finance etc. using different platforms or relying on mails/excels making the entire processed disintegrated and transactions manual
- No visibility of performance: Low visibility of performance of different support vendors
- Dispersed and Inaccurate Asset Inventory: Multiple tools for end-user and infrastructure asset inventory with low centralized view and visibility - totally isolated from event management

Solution

- Single system of engagement for it: ServiceNow acting as single system of engagement for IT functions: Data Centers, Application and End User Management
- Integrated systems and processes: Different business functions like Admin, Finance and HR Shared Services onboarded along with IT
- Visibility of All, Visibility for All: Over 12 different monitoring, inventory and reporting systems integrated with ServiceNow, 90+ reports created for overall visibility
- Moving towards service-aware CMDB: Discovery, Service Mapping and Event Management implemented for noise reduction for NOC - seamless integration between, event management and the CMDB, as well as with ITSM processes

Result

- Single Platform Powers Seamless Service Delivery
- Approx. 90 IT Services and 35 HR Services can be requested and responded to through ServiceNow with automated task/approval assignments. Access to relevant knowledge base and raising issues have become simple with power of the platform.
- Auto-assignments – Minimal Involvement from L1 teams for catch and dispatch – Improved MTTR and TAT- Productivity Gain – Customer Delight.
- Requests raised through self-service portal - No ServiceDesk Agents Involved - Cost Reduction - Productivity Gain - Reduction in Email Traffic
- Eliminating insignificant events at first level itself- Saves Time of Analysis and Response – Productivity Gain
- Automated discovery for servers and network devices - inventory management with accuracy - Budgeting and Capacity Management
- Only relevant incidents to look into - some of them are further auto-assigned or auto-closed - frees up Helpdesk and data center support teams to work more and efficiently on priority issues.
- Automated discovery for servers and network devices – population of end user devices through integration - inventory management with accuracy – Assists in Budgeting and Capacity Management
- Reduce Manual Effort Automated reduced operational costs on monitoring and resolutions