ServiceNow Migration for a Leading US-based Technology Products and Services Provider

ATTENTION. ALWAYS.

aspire
SYSTEMS
attention. always.

ABOUT THE CUSTOMER

The client is a major multi-brand technology solutions provider pertaining to business, education, government and healthcare organizations. Headquartered in Illinois, our customer is a Fortune 500 company equipped with multi-national capabilities to provide an extensive array of offerings which include hardware, software and quite a few integrated IT solutions.

CHALLENGES

The client was already equipped with a competitor's product – but it lacked certain capabilities and had its drawbacks such as:

- Complex upgrades

- Frequent performance issues

- Low degree of flexibility

- Inability to differentiate and segregate Incidents and Requests etc.

The following were the business and technical challenges faced by the customer.

BUSINESS CHALLENGES

Owing to the intricacies in upgradation, the upgrades were scheduled over the weekend. This interrupted the current plans and consequently delayed them. An environment of ambiguity persisted due to the lack of segregation between Incidents and Requests. The complex requirements that were critical to their business needs were addressed either only partially or not at all.

TECHNICAL CHALLENGES

There was complexity in handling reports as they had to be pulled from SQL server by means of query since the then deployed tool did not have an inbuilt reporting structure. The client also had to run their surveys on separate 3rd party tools as the corresponding feature was not built within a single system. Moreover, the Service Portal that was in use was cumbersome and not user-friendly.
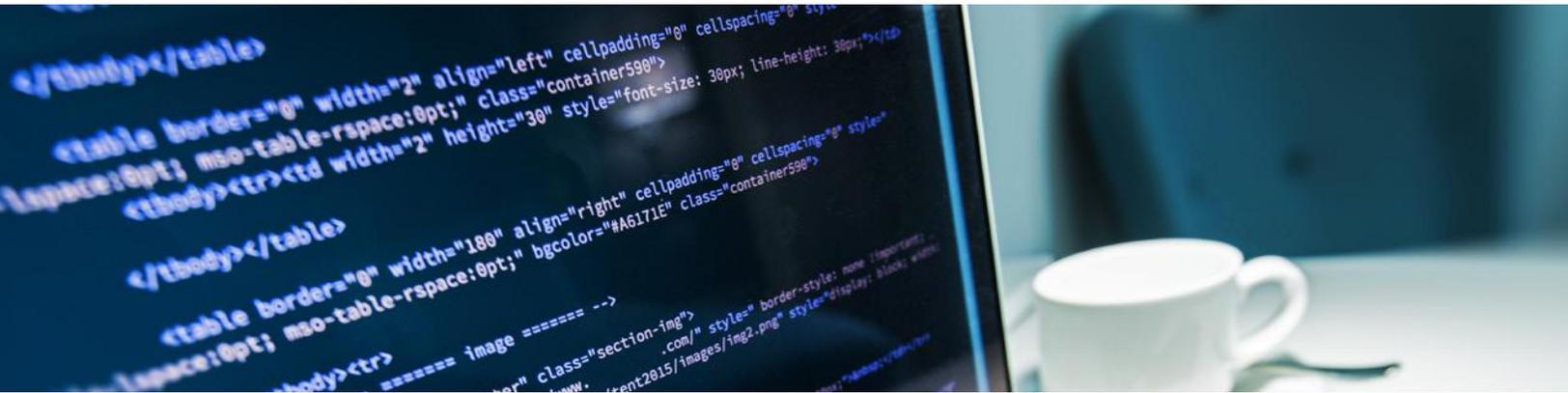
SOLUTION

Aspire's consulting team comprised a 3-member team who visited the client and thoroughly analysed their existing environment and recommended a solution – the blueprint of which was made onsite and the development phase was conducted off-shore to reduce cost.

Aspire provided an end-to-end consultation on how ServiceNow comes into the picture and can become part of the client's infrastructure, how it can provide a solution to overcome their existing drawbacks and migration from their current setup to ServiceNow environment.

After in-depth examination of the scenario, Aspire proposed a structure that involved segregation between Incidents and Service Requests for better management and resource utilization. A 3-tiered structure constituted by Request, RITM and Task was recommended in order to handle the service requests that were created by the end users. In order to leverage further efficiencies, Aspire advised to replace the customer's currently deployed 3rd party tools with Reporting and Survey features of ServiceNow.

Apart from successfully designing and building many complex business requirements by manoeuvring the Request Fulfilment module, we also built a simple, user-friendly Service Portal for the end users. The whole process was carried out whilst adhering to the ITIL best practices.

TECHNOLOGY SNAPSHOT
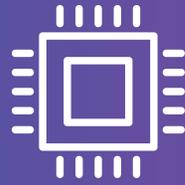
Platform :

ServiceNow

RESULTS AND ROI

After successful migration and adoption, significant process improvement by about 60% was achieved in just 2 months. A single system of record now encompasses the entire ITSM setup which plays a vital role in overcoming the drawback of dependence on multiple servers.

aspire
S Y S T E M S
a t t e n t i o n .   a l w a y s .

20%

ATTENTION. ALWAYS.

ABOUT ASPIRE

Aspire Systems is a global technology services firm serving as a trusted technology partner for our customers. We work with some of the world's most innovative enterprises and independent software vendors, helping them leverage technology and outsourcing in our specific areas of expertise. Our core philosophy of "Attention. Always." communicates our belief in lavishing care and attention on our customer and employees.