Case Study

ITSM process implementation for US-based manufacturing company
Client

The client is a US-based group of companies, comprised of widely known specialty product brands that serve global customers who use safely handle fluids in upstream and midstream oil and gas production; hydrocarbon processing including refining and petrochemical production; chemical processing; water and wastewater treatment applications; power generation and manufacturing.

Challenges

• Shorter time cycle to replace incumbent service provider ensuring smooth service transition
• As no Asset Management and CMDB Discovery were available, it lead to longer procurement lifecycles

• Modules implemented: Global Service Catalog, IM, PM, CM, RM, Service Request Fulfilment, CMDB Discovery
• End-to-end ServiceNow implementation and operational support using Global Delivery Model
• Onboarding client on LTI ServiceNow MSP Platform
• Review of license consumption and integrations with SharePoint and Nintex
• Implemented optimized integrations after reviewing license consumptions
• Integration with SharePoint and Nintex

Business benefits delivered

• Reduction in number of licenses by 20% using integration with SharePoint
• Process implementation in ServiceNow in lean period of 2.5 Months
• Hybrid process governance helped reduction in TCO by 25%