



Let's Solve

Case Study

ITSM process implementation for
US-based manufacturing company



A Larsen & Toubro
Group 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%

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