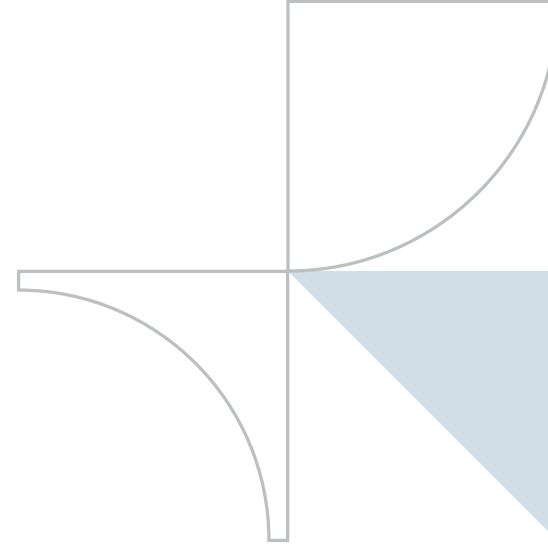


Transforming the IT Service Experience Using ServiceNow-enabled Service Management

 **Case Study**





Overview

Migrating to an automated system for improved performance

The client is a leading supplier of innovative iGaming content, with 1,300+ proprietary games, 40+ in-house and partnered studios, and a world-class distribution channel servicing 600+ branded websites. Lack of processes and tools resulted in low employee productivity and frequent IT glitches. We assisted the client in implementing a strategy to run and manage its tech environment that supports over 1,600 users across multiple South African and UK locations. With ~25 technicians onboard, they deploy over 6,200 imported CIs, including computers, devices, and software.



Challenges

Technical problems and vulnerabilities leading to security risks

Resolution of users' IT issues and requests were delayed, as the IT team functioned without a service management tool, standard processes, and record keeping for day-to-day transactions. Further, there were issues in

- centralizing the IT inventory,
- getting business approvals, and
- meeting SLAs.

The fallout: low productivity and morale with employees having to battle technical problems constantly; frequent downtime, repairs, and security breaches that inflate payroll costs; and unaddressed vulnerabilities that put sensitive data and company information at risk.

To top it all, there were IT glitches affecting customer-facing services. This was causing severe customer dissatisfaction, holding the business back from responding effectively to market needs and trends and retaining its customers.



Solution

Robust systems to improve processes and reporting

Zensar and ServiceNow tailored a strategy to implement the ServiceNow ITSM module; create over 20 service catalogs for the global IT team; use OKTA integration for advanced authentication; and integrate with JAMF and Intune for auto CI population.

The strategy also made detailed plans to

- customize workflows using Flow Designer,
- implement operational SLAs, including 15+ response and resolution SLAs,
- deploy over five reporting dashboards, using Performance Analytics, and
- enable workspace customization, using Service Operation Workspace.

We put the strategy in motion in three phases:

Phase 1:

We did some research to understand their existing integration processes, carry out interviews to identify pain points, share best practices for implementation, and conduct process and application workshops for story creation and refinement.

Phase 2:

We leveraged Scrum for project and release planning, used iterative sprints for unit testing configuration, enabled teams to demonstrate functionality, and train the relevant teams on go-live items.

Phase 3:

We set up relevant dashboards to track key metrics and improve reporting and provided a program review roadmap and future recommendations.



Impact

Simplified processes and enhanced user experience

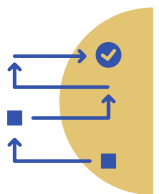
The solution completed successful legacy tool data migration; enabled self-service of IT requests and incident logging; refined dashboards and reports; simplified process automation; enhanced user experience through SLAs, granular notifications, surveys, and feedback; and replaced an unstructured, communications-based process with an automated system. The result:



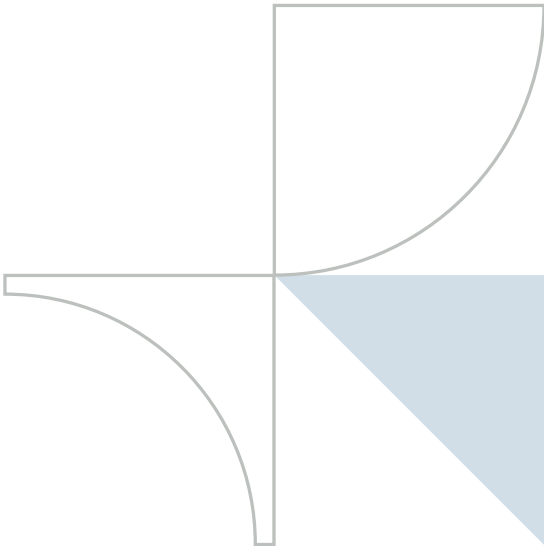
Single system of records



Seamless integration of multiple tools: OKTA, JAMF, and MS Intune



Well-designed service catalog and self-service portal





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