

Greater Employee Productivity and Satisfaction Driven By ServiceNow-enabled Transformation

 **Case Study**



Overview

Centralized IT strategy for efficiency and optimization

Our client is an international financial institution headquartered in London, with operations in 38 countries and 7,000 projects on three continents. It faced several challenges due to the absence of a centralized system and insufficient data. With our assistance and IT services expertise, the client implemented systems and processes to efficiently run and manage a tech environment that supports ~4,000 users and ~8,000 tickets/month, leveraging varied service partners:

- ServiceNow for ITSM
- SolarWinds for infrastructure management
- SCCM for software deployment
- Aruba for network compliance



Challenges

Inefficient systems, complexities, and frustration

Scattered CMDB with orphan records, inaccurate hardware data received from SCCM, missing baseline CIs, and issues with identifying and removing inaccurate CIs were the result of poor asset management. Similarly, lack of categorization of incidents and problems, integration issues with third-party APIs, and field mapping issues while e-bonding and state changing at multiple environments were the result of inefficient service management.

The fallout: service delivery that was slow, unreliable, or inconsistent; wasted time and resources; delays in resolving customer issues; inability to effectively track service requests and address bottlenecks due to the absence of a centralized system; and higher employee stress and frustration.

And to make matters worse, there was insufficient data to make informed decisions about resource allocation and service improvements. This situation was compounded by confusion and delays due to communication silos.

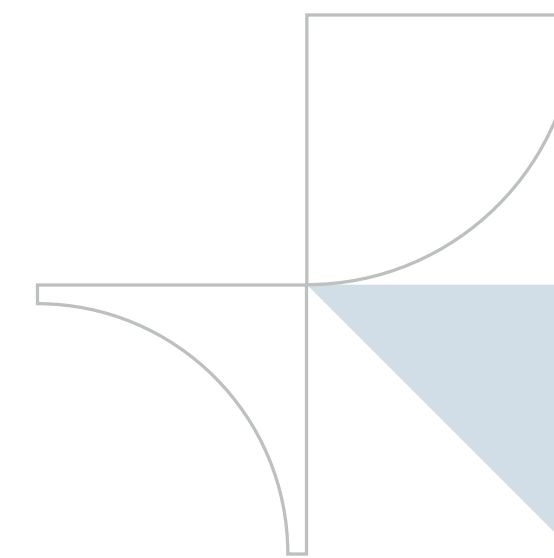


Solution

Robust systems for better visibility and processes

Zensar and ServiceNow tailored a strategy to deliver IT services through a centralized IT service portal and a work queue; implement service management processes for ITSM, covering IM, CM, PM, SRM, KM, and SLM; enable proactive procurement management with software asset management; and optimize processes for

- ITOM, covering event management and discovery,
- ITAM, covering asset and procurement management, and
- HRSD, covering employee onboarding, offboarding, and HR cases.



Phase 1:

We started with analyzing incident dumps and classifying incidents by categories, before creating additional categories and subcategories. Next, we performed a CI baseline, deactivated/removed unwanted CIs, and discovered CIs from multiple data sources.

Phase 2:

We automated case management for HR and time-consuming processes to lower MTTRs. After that, we integrated third-party applications, for better visibility and support, and SAP-ESB-ServiceNow, for better employee data management.

Phase 3:

Finally, we deployed managed solutions for internal and external HR knowledge bases, created dashboards and reports for better visibility, and put in place data certifications and audit setups.



Impact

Enhanced operational efficiency and costs

The solution streamlined HR processes, improved asset management, optimized the inventory, extended CMDB to support strategic projects and operational ITSM processes, separated the knowledge base for HR teams, and achieved faster results with the ServiceNow platform.

To sum it up, here's the success story in numbers:

50+

catalogs built

1,300+

articles published

06+

third-party integrations
and e-bonding completed

40+

new HR
services built

~750

manhours saved
every month due
to automation

~38

percent of tickets
addressed without
manual intervention

~15

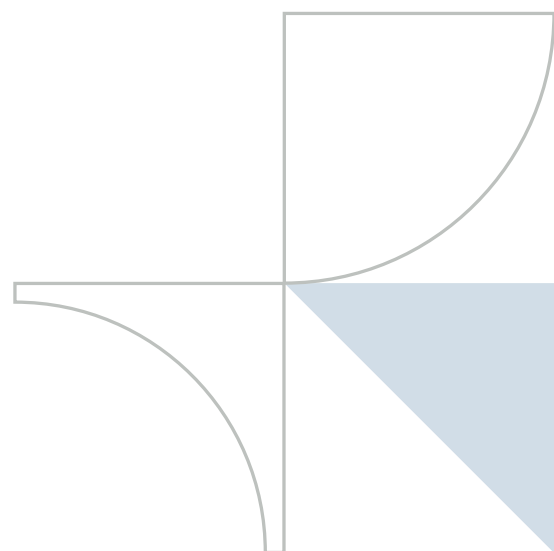
percent of tickets
converted as self-help

~15

employment letters
automated

~82

percent noise reduction
achieved on tickets
related to events



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