

# Enterprise Service Management

Boost business growth and elevate customer experience. Explore Zensar’s Enterprise Service Management solution, powered by ServiceNow.

Zensar Enterprise Service Management is a comprehensive solution that streamlines and optimizes service delivery, management of IT and non-IT services, and operations across your organization to enable rapid issue resolution. The solution is designed to drive innovation, enhance productivity, and deliver exceptional service experiences to internal and external stakeholders.

## Success Story

Expanding possibilities: Our proven track record of success

### Global investment bank resolves IT tickets 50 percent faster

We empowered a European investment bank, working across 30 countries, to transform its operations. With the goal of boosting agility, the solution

- targeted operational bottlenecks with precision
- integrated various systems, and
- automated complex processes.

#### Solution deliverables

- Centralized IT service portal
- Automated work queue

#### Solution outcome

Heightened operational efficiency, including a 50 percent cut in the time taken to resolve IT tickets.



#### Use cases:

- Service management process implementation for ITSM
- HR processes, including employee onboarding and offboarding
- Proactive procurement management with software asset management
- Integration of third-party applications for better visibility and support

## Solution features

- 50+ catalogs
- 1,300+ articles
- 40+ HR services

## Solution enablers

- Tailored approach, from incident/problem management to change/release management
- Industry best practices and cutting-edge technologies

## Solution benefits

- Efficient service management
- Extended CMDB to support strategic projects and operational ITSM processes
- Streamlined HR processes
- Improved asset management

## Solution highlights

- ~38 percent tickets addressed without manual intervention
- ~15 percent tickets converted as self-help
- ~ 80 percent noise reduction on tickets related to events

Connect with our experts to discuss effective ways to address your challenges. Write to us at [dfsptools@zensar.com](mailto:dfsptools@zensar.com)

**550+**  
Catalogs and workflows developed

**150+**  
Certified experts


**100+**  
Projects executed


**50+**  
Active Global clients

### Zensar services

 Foundation services

 Experience services

 Advanced engineering services

 Data engineering and analytics services

 Application services