

## Migrated from in-house system to integrated problem, incident in SaaS mode using ServiceNow

Our client is a North America based IT automation giant. They operate from more than 50 locations in North America. In additions to their offices they also have a field force which is spread across the US and Canada.

They had a mature IT environment and were following ITIL /ISO processes on Incident, Problem, and Change etc. using homegrown software. While the systems worked well for almost a decade, the customer had started feeling that they were spending an enormous amount of money on maintaining the system – license costs, hardware costs, software upgrade costs and people costs.

### Company Overview

Operation runs in more than 50 locations, along with field force which is spread across the US and Canada.

Our customer is world-leading provider of workplace technology

Competitive advantages for over 1.4 million businesses worldwide

### IT Environment

Complete stack from the operating system (IBM AIX, MS Windows),

Linux server

Databases (Oracle) hypervisor



### CHALLENGES



Migration of data from a running application to a new application on the cloud.



Lack of IT professionals/ experts who could run and provide IT support on the new application.



Not willing to invest a massive amount of Capital for new – in house system.

### SOLUTIONS



Proposed ServiceNow as a best in class solution to the customer' requirements and IT environment.



Project executed across time zone through DCM NOC.



Migration was executed using Update sets

### IMPACT



Customer moved from CAPEX to OPEX model



Saved on AMC and other Maintenance costs resulted in better utilization of their budgets.



Improved their RPO/RTO

## Case Study | DC Management

### MIGRATION OF IN-HOUSE SYSTEM TO SAAS MODE USING SERVICE NOW

Since our customer has a global team of 78,000 employees, serving a vast array of industries, helping their customers unleash the full power of trapped information to unlock the full potential of their employees and their business.

1. Since customer already had an in-house system, they wanted to replicate business processes of the new package to conform to their existing workflows and rules.
2. As an implementation company it took us a lot of time to convince the client on the business benefits of using “out-of-the-box” rules and workflows which would result in:
  - a. Lower time to realize value from the package
  - b. Lower cost of implementation
  - c. Access to the best practices as per the latest trends
3. Data Migration from existing system to the New system -Since it was a running setup – all the data formats were different and had to be ported onto the new setup which was a time consuming task.

#### CHOOSING THE RIGHT SOLUTION AND MEETING THE DEADLINES

Our analysts teamed up with the customer’s IT staff for the assessment of their existing IT environment along with their Organization structure. They broke down each module of their legacy system and performed a deep diagnosis on its workflows, user access rights, security controls.

Based on their technical assessment our team of Analysts proposed ServiceNow as a best in class solution to the customer’s requirements and IT environment.

To deploy this suite, we had set up a team comprising of a Project manager and Architects to be stationed on-site at the customer premises in the US. The team did the complete planning for roll-out, identified the dependencies and laid down a detailed project plan.

At the same time, we had a development team comprising of ServiceNow ITSM developers dedicatedly working on this project from India. Based on the roll-out plan developed by the on-site team, the development team executed the project plan.



The Service Now developers –

- Built the server side and client side scripts
- Implemented UI policies and actions
- Migration was executed using Update sets

In addition to this, we had a team of testing engineers who ensured the code developed is as per the defined workflows and dependencies. Once testing was successful, our team of cross functional people from the DCM NOCs in India executed the project across time zones.

Given the scale of operations we gave the customer the option of rolling out the initiative on a 24\*7 basis so that the timelines could be crunched. Since we operate out of India and US we were able to also offer them the second advantage of lower costs.

1. Speeded-up their inter department workflows  
Crunched project timelines – because of a 24\*7 implementation plan.
2. Quicker realization of benefits of the new package.
3. Quicker migration away from the old package resulting in savings from the Maintenance / license charges of the old systems.
4. SaaS based product- customer only pays for what they have to use.
5. They have converted the usage from Capex to Opex.

With the advent of cloud based ITSM packages like ServiceNow they found a good tool to not only cut the capex but to also bring in agility into their development process.

