



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

Highlights

- Multiple years of experience in ITSM implementations on IBM and ServiceNow.
- IT Infrastructure is core to DCM's offering whether on-prem or on cloud.
- Our competency center ensures that we have access to the latest technologies and can test solutions before rolling out for the customer.
- Project management for cross-border projects. We have executed projects in more than 9 countries with this methodology.
- Deep capability across a wide range of skills on various ServiceNow modules including ITSM, ITOM and others.

The Client:

Our client is a North America based IT automation giant. They operate from more than 50 locations in North America. In addition 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.

Challenges:

1. Since their in-house legacy systems were already running, with high operational costs, customer was not willing to invest a massive amount of Capital and recurring costs into a new – in house system.
2. Customer wanted to benefit from newer technology and deliver faster services to their internal and external customers.
3. Customer wanted to replicate their existing workflows and rules onto the new system.
4. 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.

IT Environment Challenges:

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.

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Suggested Solution:

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 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.

The Benefits:

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.
6. No IT infrastructure related issues of planning months in advance, sizing, buying hardware and licenses.
7. 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.