



Helped an IT major cut costs, become more agile - implemented a structured Change Management & Self-service Catalogue

Highlights

- The client was already working with DCM for their managed services. So they knew the technical capabilities & managerial depth of DCM.
- DCM has done ITSM implementations on IBM and ServiceNow for multiple years
- Our competency center has access to the latest technologies and can test solutions before rolling out for the customer
- Transitioning methodologies and ability to build processes for smooth functioning
- Global project management methodologies – built on the experience of executing projects in more than 9 countries
- Deep capability across a wide range of skills on various ServiceNow modules including ITSM, ITOM etc.

The Client:

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.

With so many offices their major tool for communication was email. However, with multiple emails floating it would get difficult to put a priority on workflows, which increased the cycle time of closing even mundane issues.

After the initial implementation of ServiceNow for ticket and incident management, the customer was aiming to automate the HR and operations workflows of the organization for the better service experience.

Challenges:

1. After the initial implementation of ServiceNow customer realized that the tool had a lot of functionality which was not getting exploited with the initial implementation of ITSM.
2. There was a shortage of analysts who understood the business side of the requirement as well as ServiceNow.
3. The high cost of talent for developing and managing applications on ServiceNow was turning out to be a big hindrance for the customer
4. Lack of experienced ServiceNow engineers who could execute the project

IT Environment. Challenges:

1. Articulation of the requirements for doing change management across the organization and then defining the workflows and getting approvals
2. On the self - service catalogue there were functionality issues and user interface issues which had to be mapped to the capability of ServiceNow

Suggested Solution:

We formed a team comprising of a project manager and architects to be stationed on-site at the customer premises. The team did the complete assessment of the customer's

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environment and requirements. Based on this they planned the roll out, identified the dependencies and laid down the project plan. While there were a few dedicated ServiceNow experts as part of the team for doing the development & testing of the implementation, the roll-out was done by a team of cross functional people from the DCM NOCs in India who executed the project Onsite Architects interacted with the business analysts on a daily basis and understood the exact functionality.

- The developers meanwhile took inputs from the architects and executed the following from offshore:
 - Implementation of ACL
 - Update Set Activities
 - Creation of Table & Columns
 - Creation of various Reports depending on the customer Requirement
 - Creation of Business Rules, Catalog Client scripts
 - Email Template and Notification
 - Configuring of Import sets and Transform maps

The Benefits:

1. Since DCM had already been a part of initial ServiceNow Implementation at the customer site, there was a lot of time saved in the initial assessment of customer's IT environment and requirement gathering.
2. Customer was able to enhance the utilization of the functionality in ServiceNow at a cost which was almost 35% lower than the cost of implementing it in a complete On-Site model in the US.
3. The projects got executed faster because the work was happening on 24*7 basis from the DCM NOCs in India.