



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 Cls, 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.

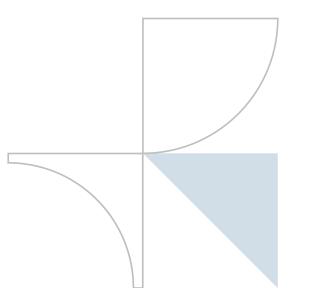


Solution

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+	1,300+
catalogs built	articles published
~38	~15
percent of tickets	percent of tickets
addressed without	converted as self-h

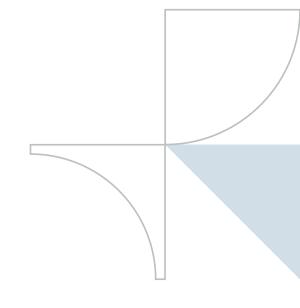
manual intervention

06+ third-party integrations and e-bonding completed ~15 employment letters automated

40+ new HR services built ~82

percent noise reduction achieved on tickets related to events

~750 manhours saved every month due to automation





At Zensar, we're 'experience-led everything.' We are committed to conceptualizing, designing, engineering, marketing, and managing digital solutions and experiences for over 145 leading enterprises. Using our 3Es of experience, engineering, and engagement, we harness the power of technology, creativity, and insight to deliver impact.

Part of the \$4.8 billion RPG Group, we are headquartered in Pune, India. Our 10,000+ employees work across 30+ locations worldwide, including Milpitas, Seattle, Princeton, Cape Town, London, Zurich, Singapore, and Mexico City.

For more information, please contact: info@zensar.com | www.zensar.com

