

Supporting Business Needs Robustly With ServiceNow-enabled Procurement Management

 **Case Study**

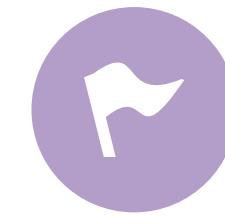
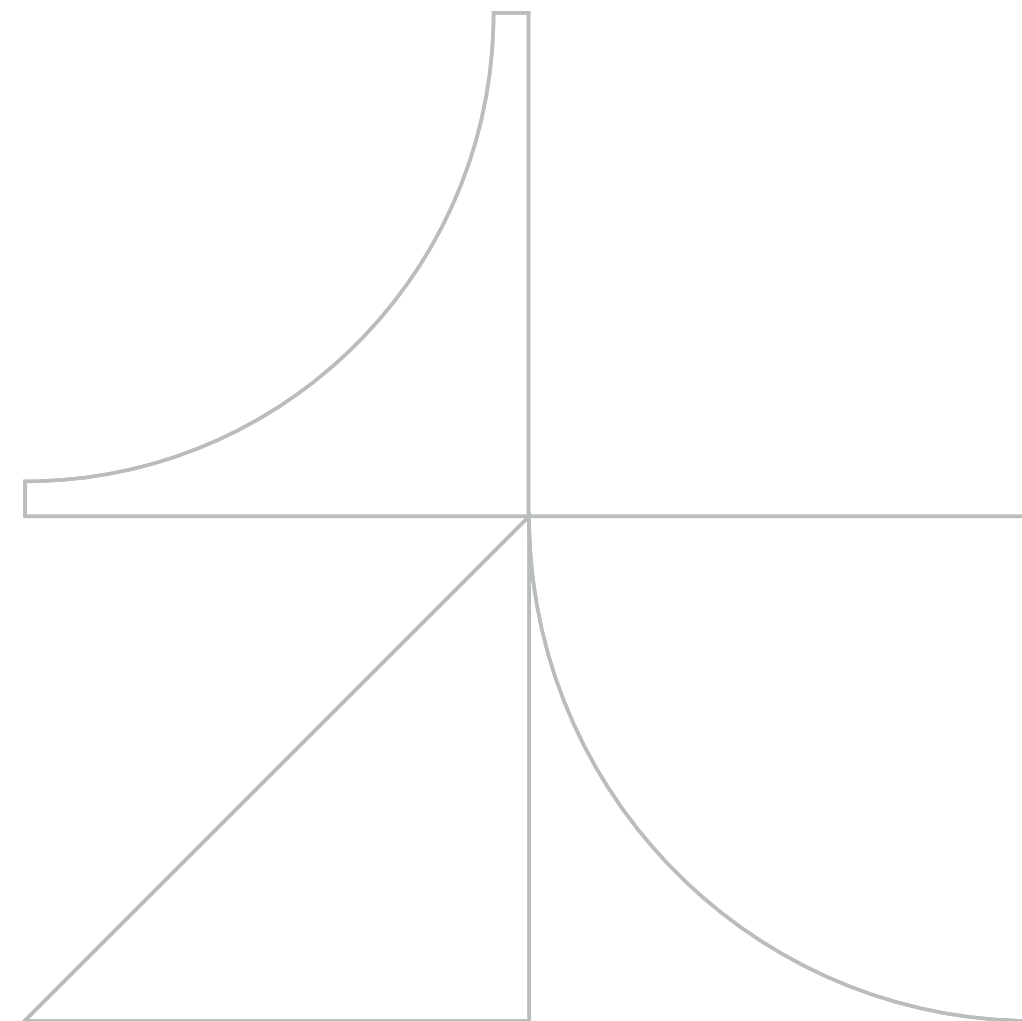


Overview

Creating a simplified model for better business outcomes

The client is a multi-billion-dollar retail giant that specializes in luxury products and premium experiences and operates across multiple continents. It faced difficulties in asset management and a lack of collaboration, which resulted in IT audit challenges and high business spending. We implemented a strategy to streamline and optimize processes to efficiently run a tech environment that supports over 500 users, leveraging these resources:

- Multiple applications, which were previously silos
- Tools such as SCCM, CISCO DNA, and JamfPro
- ServiceNow ITSM module



Challenges

Lack of systems to avoid inconsistencies

The asset management module had inaccurate/missing assets in multiple locations, procurement issues, and incorrect tools taxonomy and baseline asset inventory, resulting in failed IT asset audits. Plus, there were difficulties in identifying active CIs; retaining required CI attributes while reverting to OOB; and sorting hardware data mismatch between AD, SCCM, and ServiceNow records.

Poor collaboration with other departments due to a lack of effective communication made matters worse. There were also issues with permissions while integrating with CISCO DNA and regulatory non-compliance due to oversight in procurement.

The fallout: overpaying for assets due to a lack of negotiation or failure to find the best deals; overstocking or understocking without proper cost-benefit analysis; delays, stockouts, or quality issues that impact business productivity; ineffective APIs due to budget constraints; and fraudulent activities due to weak controls and lack of transparency. These factors caused employee frustration and lowered productivity.



Solution

Empowering organizational efficiency through streamlined processes

Zensar and ServiceNow tailored a strategy to simplify asset classification for audits by addressing complex asset classes, integrate multiple data sources in the CMDB to have a single source of truth, and implement streamlined processes for adding missing assets from multiple locations.

We put the strategy in motion with a three-pronged approach:

Streamlined data management:

We imported sources of truth from multiple data sources, integrated third-party data sources for real-time data visibility, deployed a mobile app to capture and track data to manage day-to-day asset operations, and put in place data certifications and audit setups.

Enhanced asset management:

We reverted to OOB functionalities for smooth upgrades, defined asset classes and asset attributes, performed manual reconciliation to create a one-time baseline, and optimized inventory and stock management.

Optimized processes:

We defined the IMACD service catalog and integrated processes for HR onboarding and offboarding as well as contract and procurement management.

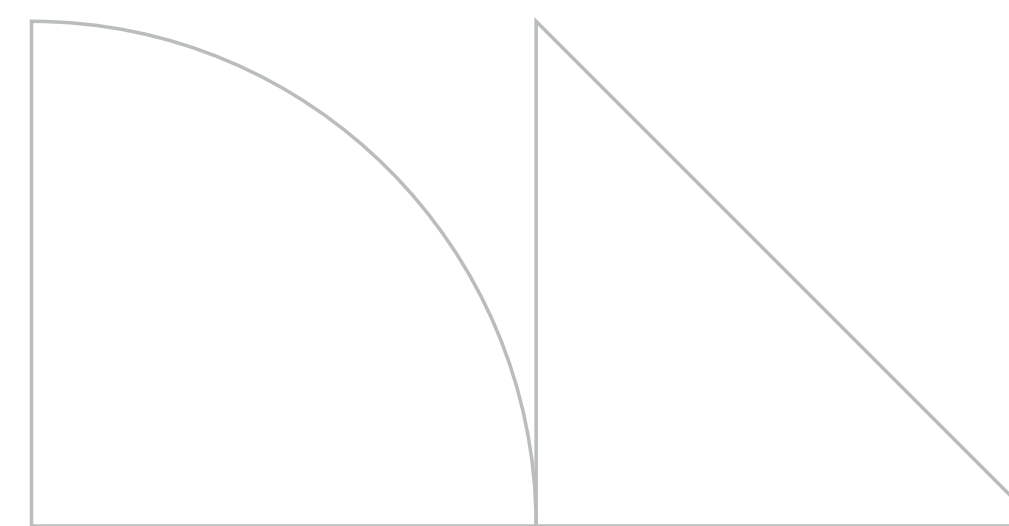


Impact

Improved visibility and reduced costs

The solution optimized procurement management by enabling cross-departmental billing for hardware, integrating contract and procurement management, and enabling visibility across critical asset classes. The result:

- Streamlined CMDB
- Simplified asset classes for audits
- Integration of multiple data sources
- Greater insight into IT spending





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