

Transforming Employee Experience With ServiceNow-enabled IT Service Management

 **Case Study**



Overview

Simplified ITSM, happy users

The client is an American company that specializes in contract development and manufacturing for pharmaceutical and biotech industries. It is focused on manufacturing injectable drugs that require a sterile environment. The company's tech environment supports 2,500 users across multiple countries, 1,000 tickets/month, and 114 applications.

Rising user frustration prompted the company to explore an effective IT service management solution to boost productivity and improve risk mitigation and decision-making. We implemented a strategy to optimize IT service delivery through centralized management and standardized processes, leveraging ServiceNow ITSM capabilities.



Challenges

Inefficient systems, language barrier

The client's legacy system lacked a centralized ITSM portal and proper ticketing and incident management system. This resulted in time wasted by users searching for support across multiple channels, while the IT team faced difficulties tracking issues and providing updates. To top it all, users who didn't speak the primary language struggled to get help, creating a barrier to service.

Further, without a complete view of the IT infrastructure, the in-house team struggled to identify and address vulnerabilities and security gaps. It was difficult to make informed decisions about resource allocation and service improvements.

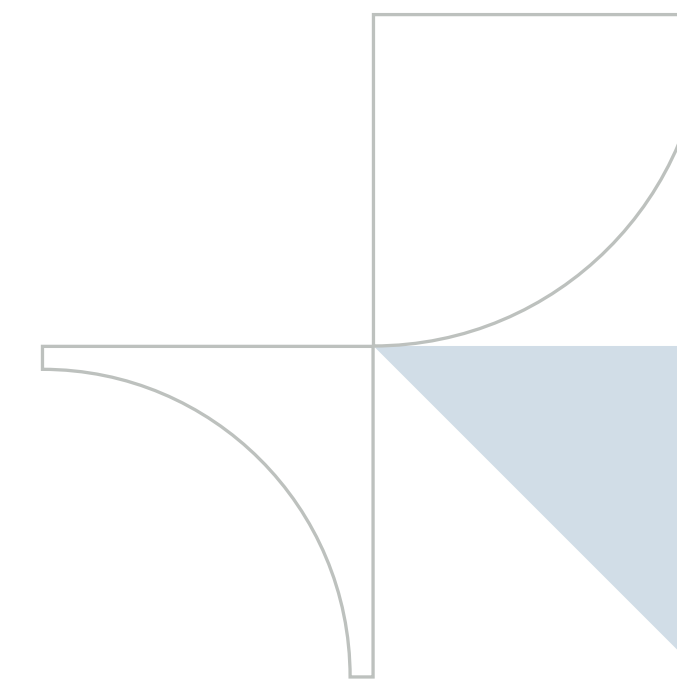


Solution

Centralized ITSM portal, SRM automation

Zensar and ServiceNow tailored a strategy to deliver IT services through a centralized IT service portal and a work queue; to optimize service management processes for ITSM, covering infrastructure management (IM), service request management (SRM), knowledge management (KM), and service level management (SLM); to deliver custom customer satisfaction score (CSAT) implementation; to provide multilingual support; and to enable IT teams to identify and resolve issues quickly.

We put the strategy in motion in three phases:



Phase 1:

We started by analyzing incident dumps and classifying incidents by categories. Next, we created services, service offerings, and configuration items (CIs) within a common service data model (CSDM) hierarchy. Finally, we performed a CI baseline and discovered CIs from multiple data sources.

Phase 2:

We enabled dynamic translation for data, notifications, knowledge articles, and a region-based portal by integrating ServiceNow with

- Active Directory for user provisioning and SSO and
- Microsoft Translator-ServiceNow Dynamic Translation.

Phase 3:

We automated key processes for service request management (SRM), catering to employee/contingent onboarding, offboarding, and infrastructure requests. We also created dashboards and reports for better visibility and decision-making.



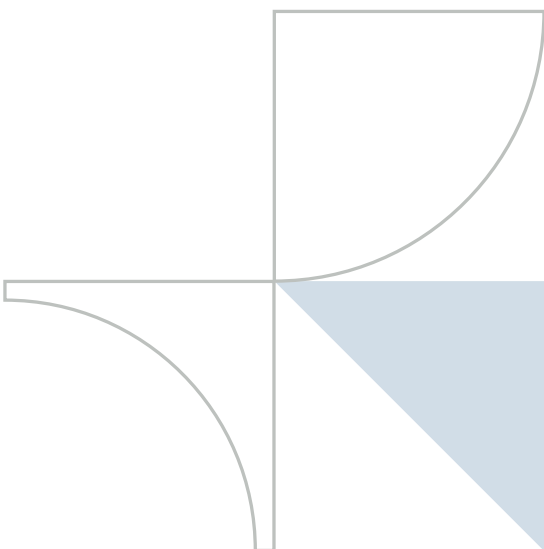
Impact

Enhanced UX, faster results with ServiceNow

The solution automated key parts of the SRM, enabled efficient reporting on business applications and on-time incident resolution based on SLAs, extended the configuration management database (CMDB) to support operational ITSM processes, created a separate knowledge base for different teams, and enabled ease of translation into German.

The result: optimized service management, improved user experience, and faster results with the ServiceNow platform. Here's the success story in numbers:

13+	100+	Over three	One centralized portal
catalogs built	business applications structured	third-party integrations	for all users within a region





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