

Automating Fulfillment Process with License Optimization

servicenow™ Case Study

Client Description

A Fortune 500, global information services company with headquarters in Netherland and operating in over 150 countries.

Business Problem

- Unable to track the licenses which were in use and this was a factor contributing to higher costs.
- Fulfillment process to be implemented on ServiceNow® Platform for achieving the fulfillment request.

Modules

- Service Catalog.
- Integration with COUPA.
- Report & Dashboard.

Solution

- Implemented ServiceNow® user license management.
- Created workflow for automation of approvals and also implemented variable sets for populating the requests from the tool.
- Generation of reports for managers to have clear visibility over licenses.

Benefits

- Well-defined license optimization platform with clear visibility and also a cost saving method.
- Automation of fulfillment process in the ServiceNow® environment.
- Managers were able to view reports and have a clear understanding of licenses used by various users.