

Control Over ServiceNow® License Utilization & Upgrade Process

servicenow™ Case Study

Client Description

A US-based world leader in highly-engineered solutions for improving the efficiency, performance, and sustainability of powered vehicles and machinery was facing issues with utilization and optimization of ServiceNow® licenses, as well as their upgrade process.

Business Problem

- Lack of user-friendly interfaces contributed to high request creation times in the Service Portal.
- Upgradation of instance which has to be fully functional so that live data has to be moved and mapped correctly.
- Unable to track issues, requests and any other adhoc tasks on a daily basis & tracking of number of items.
- Needed to improve license optimization as lack of optimization contributed to higher costs.

Modules

- Monitoring of ServiceNow® Upgrade.
- Change Management.
- Service Catalog.
- Platform features.
- Visual Task Board.
- Reports.
- User Administration.
- Subscription Management.
- Integration with Active Directory, Bluehill and other third-party tools.

Solution

- Successful implementation of instance upgradation with hyper care support.
- Implementation of ServiceNow® user license management.
- Introduced Visual Task Boards (VTB) feature of ServiceNow® for increased visibility of day-to-day operations.
- Enabled clear tracking of issues through Visual Task Board.

Benefits

- Well-defined user-friendly portal interface.
- Optimized ServiceNow® license usage by tracking and minimizing under-utilized licenses, thereby reducing costs.
- Maintenance of transparency in overall process.
- Easy maintenance of instance and overheads.