

How do you save more than \$50K on IT?

Burns & McDonnell achieved this and much more by implementing ServiceNow IT Asset Management

Job to be done

Improve IT service delivery and reduce software, hardware, and cloud spend

Solutions to do it

- ServiceNow® IT Asset Management

What we did

Automated many processes to streamline employee IT services and reduce the cost of asset management

A vested interest in success

Headquartered in Kansas City, Burns & McDonnell is a full-service engineering, architecture, construction, environmental, and consulting solutions firm. Established in 1898, it is 100% owned by its 9,000 employees delivering projects worldwide through ten different practices that operate as individual franchises.

“ We wanted to achieve a same day/next day delivery experience and I can confidently say that, for our IT hardware and top tier software, we are now like the Amazon of IT for Burns & McDonnell.

Chris Legler

IT Department Manager
Burns & McDonnell

The black hole of IT requests

Burns & McDonnell's IT systems were siloed, and IT requests were sometimes overlooked. Fulfilment could take up to 12 days and money was being wasted. When new IT leadership joined the company, they challenged the IT Business Management and IT Automation teams to improve the fulfilment process and transform IT service delivery.

ITAM saves:

\$57K

a year on IT service delivery

and automates:

7.7K

manual approvals

and removed:

1K

days from IT request approval times

Automated cross-functional workflows

The company recognized that it could achieve seamless workflows across all people and departments with the ServiceNow platform and especially with its IT Asset Management (ITAM) tool.

Significant annual savings

Not only has ServiceNow ITAM delivered service enhancements but it has also brought an annual saving of \$57,520 in IT service delivery. Automation has been key to streamlining many processes and slashing IT delivery times to employees.

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Speedier approvals

Automation has reduced the need to deal with miscellaneous requests by 60%. Average approvals on software requests have been reduced from 11.25 days to two days and 1,000 days have been cut from waiting times on hardware and software fulfilment. In procurement alone, 660 hours a year have been eliminated by automation with 6,000 emails removed from the onboarding process.

“ We are passionate about how we deliver IT and we saw that ServiceNow could be instrumental in that delivery.

Chris Legler
IT Department Manager
Burns & McDonnell

**Now you know how
work can work better.**