



“With its cloud-based application platform, ServiceNow made it very easy for us to modernize and consolidate our legacy enterprise non mission-critical applications.”

– Jean-Pierre Thibert, RADev Center & Shared Services Director



## Desjardins Group Replaces 3,500 Legacy Applications with ServiceNow

### Headquarters

Lévis, Quebec, Canada

### Industry

Financial Services

### Highlights

- Consolidated and centralized 3,500+ departmental applications
- 3X faster application development and delivery
- Reduced developer onboarding times to under 10 days
- Minimized hardware and platform maintenance costs
- Replaced data silos with a common data structure

### Financial service provider saves millions every year in maintenance and hardware costs

Founded in 1900, Desjardins Group is the largest cooperative financial group in Canada, with approximately \$250 billion in total assets. The company offers its 7 million personal and business members and clients a comprehensive range of financial services, including bank accounts, loans, credit cards, brokerage services, insurance, and payroll management. Desjardins has an unmatched reputation for social responsibility and reliability, and was ranked first in North America in Bloomberg's World's Strongest Banks in 2015.

### Millions of Dollars in Legacy Support Bills

Due to its size and diversity of services, Desjardins needs a large number of custom applications to keep its business running smoothly. Many of these applications support specific departments, or are used to provide services from one department to another. As with many large institutions, these applications grew organically without centralized planning. As a result, Desjardins had more than 3,500 individual applications running on legacy platforms such as Lotus Notes and Microsoft Access.

As the number of applications grew, so did the cost. Desjardins found that it was spending several million a year on support, while also maintaining hundreds of servers to run the applications. The breaking point came when its existing application platform reached its end-of-support policy, requiring Desjardins to pay extended support fees to their platform vendor.

### ServiceNow Powers Rapid Development and Drives Down Costs

Desjardins decided it needed to migrate to a modern application platform. It also saw an opportunity to reduce thousands of similar legacy non mission-critical applications to a few hundred shared applications they could use across their entire business. It evaluated several leading application platforms and chose ServiceNow. According to Jean-Pierre Thibert, “We needed a rapid application development platform so we could consolidate and migrate our applications quickly. We also wanted the platform to run in the cloud, so we could eliminate high hardware and platform maintenance costs. ServiceNow was the clear winner.”

“Moving to ServiceNow has given us a consistent structure for our applications, and it allows us to easily share data and documents—something we just couldn’t do with Access and Excel-based tools.”

### **Hundreds of Applications, One Consistent Platform**

Desjardins has already migrated more than 30 legacy non mission-critical applications to ServiceNow, and expects to migrate another 50 within the next nine months. Already, Desjardins is using ServiceNow to determine commissions, log sales representatives’ car mileage, and even collect charitable donations for the Desjardins Foundation. The remaining applications will be migrated over the following year, leaving Desjardins with a few hundred streamlined, centralized applications—rather than struggling with thousands of distributed applications and databases. Mr.Thibert says that, “Moving to ServiceNow has given us a consistent structure for our applications, and it allows us to easily share data and documents—something we just couldn’t do with Access and Excel-based tools.”

### **Faster Time to Delivery**

Thibert has also been impressed with how easy it is to develop on the ServiceNow platform, noting that “ServiceNow development is three times faster than traditional application development, and it’s also faster than developing on Lotus Notes.” New developers get up to speed in 10 days or less, and they can use their existing web development skills such as JavaScript. Thibert also points out that ServiceNow makes it much easier to engage with business stakeholders, saying that “After each sprint, we validate the new application version with the end user. It’s really simple to make changes based on their feedback—which means that we end up with the right product more quickly.”

Summary of Desjardins Benefits:

- Consolidated and centralized 3500+ departmental applications down to several hundred shared applications
- 3X faster application development and delivery
- Reduced developer onboarding times to under 10 days
- Eliminated high hardware and platform maintenance costs
- Replaced data silos with a common data structure to easily share data and documents across the enterprise