



“We came up with our Active Directory single sign-on development and rolled out ServiceNow to 70,000 users at once. It was amazing how easily we could customize and adjust the processes for incident, problem and change management to our business needs.”

This ServiceNow case study is based on an interview with Fernando Gordo, manager of support tools for global IT at Flextronics International.

FLEXTRONICS

Highlights

Global IT team transforms service delivery with orchestration, asset management and content management

Organization

Flextronics International

Business

Electronics manufacturing services

Headquarters

Singapore

Geographies

Global

Modern ITSM Software

- ServiceNow® Incident Management Application
 - ServiceNow Problem Management Application
 - ServiceNow Asset Management Application
 - ServiceNow Change Management Application
 - ServiceNow Service Catalog & Request Management Application
 - Knowledge Management functionality
 - Content Management System functionality
 - ServiceNow Orchestration (Runbook) Application
- Implementation Timeline**
Six months

Big Wins for IT through Consolidation and Automation

Flextronics believes that “impossible is where breakthrough begins.” Delivering quality IT service to 70,000 users in a dynamic technology company is a constant exercise in increasing workflow and task automation, simplifying asset management and simplifying the user experience.

Flextronics is a provider of electronics manufacturing services (EMS) with facilities in 30 countries on four continents that has spent three years evolving its IT operations with ServiceNow. In addition to CRM, human resources and application development, the company has prioritized moving IT to the cloud.

Fernando Gordo, manager of support tools for global IT at Flextronics, describes how the company is improving service delivery and driving faster execution through consolidation, asset management and orchestration (runbook automation).

Too many IT service products in the mix

In the aftermath of a large acquisition, Flextronics found itself with two main IT systems in place and many individual tools at over 200 sites worldwide. As a result, the functional team was experiencing difficulty tracking service level agreements (SLAs) for all the various tools and services and lacked a single point of contact for service requests. Flextronics needed to standardize IT.

As the team evaluated the market, they were pleased with the usability, short implementation time and ease of development for ServiceNow. Moreover, because the Flextronics CIO had already moved human resources management software to the cloud, the enterprise IT cloud from ServiceNow would blend nicely with the mix of business functions being transformed.

Six-month implementation and big wins

Flextronics IT embarked on a six-month implementation of ServiceNow that included incident, problem, change, and knowledge management plus service catalog and request fulfillment. After six months, they had a consolidated IT system of record for providing support to the entire organization.

ServiceNow’s out-of-the-box functionality allowed a successful go-live to approximately 70,000 users all at once.

“We wanted to roll this out quickly and then continue improving and adding functionality once it was in place,” says Gordo. “It was a big win to get our users onto a single system of record in less time than we spent struggling with the previous product.”

Gordoa points to three even bigger wins to come out of Flextronics' ServiceNow implementation:

Big Win #1: Increased automation

Although orchestration was not on Gordoa's original wish list, its potential for automating dozens of IT service tasks eventually became enticing. Gordoa began conducting "road shows" to his internal customers – the infrastructure teams, the server teams, and the support sites – demonstrating how orchestration could help them manage their processes with far less effort and greater consistency and accuracy. As the concept caught on, it became easier to justify using ServiceNow for more than managing incidents and requests.

Flextronics has used orchestration to automate several types of tasks:

- **Active Directory (AD)** – IT started by automating the creation of user accounts in AD, then progressed to accounts for services, administrators, external users, distribution lists, conference rooms and shared playbooks – all in less than a year. Next they plan to automate the processes of changing passwords, unlocking accounts and deleting accounts.
- **Email** – Again, Gordoa's team started small, with simple with email account creation for employee onboarding, and then moved to account provision based on server size. Now they use their own discovery tool to automatically load-balance accounts depending on the storage capacity and number of connections to the server.
- **Virtualization** – From the easy task of automatically cloning a virtual machine (VM), IT advanced to using automation for modifying configurations, granting administrator rights to the VM and adding it to a domain.

- **Monitoring** – In a new initiative, IT plans to automate the provisioning of monitoring services from ServiceNow itself. Currently, infrastructure owners must submit a request for monitoring, which a technician fulfills manually. The goal is to save time and effort and reduce the error rate to zero by automating the process.

"ServiceNow gave us some guidance on the process, says Gordoa, "and our infrastructure team has helped us with scripting, but the potential was in our hands. The possibilities are endless."

Big Win #2: Streamlined asset management

With tens of thousands of computers, Flextronics was looking for a way to track its software assets accurately. They integrated the ServiceNow Asset Management Application with their in-house discovery tool and then customized the app for their particular needs. They can now see and report on the computer and user associated with any software license at any location – a huge improvement in insight.

Next, Gordoa's team has begun work on hardware asset management. They have defined a global process for all activities – requests, revocations, transfers, loans, etc. – of hardware worldwide. They are integrating their discovery tool and building their own catalog items to manage every category of asset.

Big Win #3: Improved user interface

Flextronics IT has rounded out its ServiceNow implementation with a company branded "front gate for end users" built using the platform's Content Management System (CMS) functionality.

Once ServiceNow had become the single system of record, Gordoa looked for a way to offer all of its capabilities from a central portal. Inspired by ideas from the annual ServiceNow Knowledge conference, he

"Change is a business requirement for us. ServiceNow lets us anticipate business needs and react to them quickly. ServiceNow enables us to be fast and to be good at providing solutions to the business."

engaged a developer to use the CMS to create the user interface. The resulting “front gate” features an HR chart, an IT chart, service catalogs for both end users and IT, and a wizard to help users determine whether they need to submit an incident or a request. The portal is also available in different languages to encourage adoption.

Saving money and realizing business value

ServiceNow has saved Flextronics time and money by automatically creating an average of 400 email accounts, 200 Active Directory accounts and dozens of virtual machines each month.

“Looking at just the first year with ServiceNow orchestration,” Gordoia says, “we have recovered more than our original investment. It’s a combination of soft and hard savings in areas like time, labor, footsteps, re-work and compliance.”

What’s more, ServiceNow has helped to improve:

- **Constant innovation** – Gordoia considers ServiceNow his best partner because every release contains “new, cool things” that enable constant innovation. He takes these back to the business and uses them not only to drive to faster execution in service delivery, but also the ability to do new things.
- **Consolidation** – Flextronics now has a centralized place for managing all requests from everyone, reaching beyond IT to HR and Facilities.
- **Relationships** – Flextronics has had many conversations with the product development group at ServiceNow and now participates in the pre-release program. It tests upcoming functionality rigorously, provides feedback and gets the inside track on future versions of the platform.

Gordoia summarizes, “ServiceNow is adding a lot of value to our team and to the organization right now.”

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- **Reaction time** – In Flextronics’ changing market, the ability to anticipate business needs and respond quickly is a business requirement. ServiceNow enables IT to provide solutions to the business fast.

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