



“With ServiceNow, we’re increasing service quality, driving down costs, and providing a more responsive, intuitive employee experience.”

—A principal in the enterprise’s worldwide incident and service delivery management

Business

Computer Software

Headquarters

USA

Geographies

Global

Employees

100,000+

Challenges

Modernizing IT management environment because existing on-premises tool wasn’t meeting needs and the maintenance and upgrade costs were prohibitive

Solutions

- ServiceNow IT Service Management
- ServiceNow IT Operations Management
- ServiceNow *Event Management*

Results

- Eliminated 40 of 150 service desks
- Consolidated 10 service portals
- Increased ticket creation speed by 8X
- Reduced five million events a month into just 20,000 alerts—a 250x reduction

Major High-Tech Enterprise Modernizes IT Management with Global Cloud-based Solutions

Founded in the 1970s, this ServiceNow customer is a worldwide leader in software, services, devices, and solutions. With more than 100,000 employees around the world, the company depends on its IT organization to empower employees, drive productivity, and engage customers. Its internal IT services and applications must be responsive, reliable, and cost-effective. This makes IT service management and IT operations management mission-critical. That’s why the company chose ServiceNow when it decided to modernize their IT management environment.

150 legacy service desks

Before becoming a ServiceNow customer, the company’s global IT helpdesk used a legacy tool that only provided basic ITSM functionality. Because of this, they had to use separate tools for other key functions—such as knowledge management, reporting, and its service portal. The legacy tool was also extremely difficult to use—and it had significant stability and reliability issues.

According to a principal responsible for the enterprise’s worldwide incident and service delivery management, “Our existing on-premises tool wasn’t meeting our needs and the maintenance and upgrade costs were prohibitive. And, this was only part of the problem. In addition to our global IT helpdesk, we had another 150 service desks around the world. Each service desk had its own processes and tools—including homegrown tools. To create a consistent end-user experience and drive down costs, we needed a global cloud-based solution.”

Multiple disconnected monitoring tools

Managing application and infrastructure events was also a major issue. The company had multiple application and infrastructure monitoring teams, handling five million events every month. An IT program manager at the company said, “Each time we had to look at several monitoring tools, there was no central event console to bring everything together. And, when a monitoring team needed to raise a ticket, they sent an email. Analysts ended up having to read through long email trails just to understand the issue.”

Go-live in just nine months, eliminating 40 service desks

Working closely with ServiceNow Global Services, the company went live with ServiceNow in an astonishing nine months—eliminating 40 of their 150 existing service desks and consolidating 10 service portals. ServiceNow Global Services worked closely with the company’s staff through the entire implementation and rollout,

“Instead of using disconnected tools and manual processes, we now have a consistent, automated way of delivering and managing our IT services and applications.”

—A principal in the enterprise's worldwide incident and service delivery management

including running process design workshops and technical workshops, managing implementation partners, and training 4,000 fulfillers worldwide. One stakeholder reflected, “ServiceNow gave us both process and platform expertise. They helped us to focus on the right processes, and guided us towards best practices that delivered the results we wanted.”

Better service delivery, lower costs

“We saw immediate results. ServiceNow is much easier for our helpdesk staff to use—we open tickets eight times faster, and we've reduced our MTTR (mean time to repair) as well. We've also put more than 300 items into the service portal, giving our employees consistent, consumerized access to vital IT services. And, we're also seeing a positive financial impact—not only have we eliminated the cost of legacy tools, we've also been able to consolidate and eliminate managed service contracts.”

From 5,000,000 events to just 20,000 alerts

ServiceNow Event Management has also delivered major benefits to the company. Instead of having to swivel between multiple tools, monitoring teams now have a single pane of glass for all their events. And, ServiceNow eliminates the noise, turning five million events a month into just 20,000 alerts—a 250x reduction. “More and more of our monitoring teams are coming onboard. And, we're no longer drowning in unstructured email threads. We can turn an alert into a structured incident with a few clicks,” said a company insider.

Looking forward

The momentum continues to build. The enterprise launched an “One Support Experience” program, with the goal of replacing all legacy service desks. A company member close to the project said, “As the news spreads, more and more of our teams want to get off email and start using the service portal. We have 300 items in the service catalog today, but we expect that number to explode. Orchestration is also a top priority. Today, about 15% of our service catalog items are automated, but we're working aggressively to increase that. It's all about enhancing the user experience and lowering costs. Automation is the next logical step.”