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—Dr. Matthias Egelhaaf, Program Director at Siemens AG

SIEMENS

Transforming service delivery performance worldwide

Highlights

Fortune 100 company achieves 98% automation for IT service delivery through digitalisation

Headquarters

Munich, Germany

Geographies

Global

Employees

377,000

Business

Technology and Engineering

Siemens is a global powerhouse focusing on the areas of electrification, automation and digitalisation. One of the world's largest producers of energy-efficient, resource-saving technologies, Siemens is a leading supplier of systems for power generation, transmission and distribution, smart grid solutions and the efficient application of electrical energy.

One of the world's largest and longest-standing engineering and electronics companies, Siemens also plays a pioneering role in infrastructure and industry solutions, as well as within medical imaging and laboratory diagnostics. The company is committed to building on its strong history of innovation and is granted thousands of new patents every year.

The IT team of 6,500 people at Siemens plays an integral role in supporting the organisation's operations across 10 divisions and 200 countries, through IT service delivery for its 377,000-strong workforce and the management of multiple service providers.

Yet the team faced significant challenges due to the complexity of its approach, as Dr Matthias Egelhaaf, Program Director, Siemens, explains: “We lacked end-to-end control in our multi-provider environment. We were managing our providers in siloes, using manual processes and different tools for each country and business unit.”

The result was a high degree of manual effort for both Siemens and its providers, and a lack of transparency. Capabilities of new providers couldn't be leveraged quickly, delaying time to market for new services, there was a lack of unified contracts and interfaces for cross-provider service integration, and unwanted dependencies caused by lock-in situation with some providers.

In its ambition to drive digitalisation and automation throughout its operation, Siemens also wanted to significantly improve the delivery of end user-related services.

A single platform for service integration and management

Siemens used ServiceNow to move to a Service Integration and Management (SIAM) framework, establishing a single service integration platform to eliminate silos, remove the complexity of its multi-supplier network and deliver end-to-end visibility and reporting.

“ServiceNow gave us a cloud-based integration layer to support the digitalisation of our company. This industry-standard platform allowed us to consolidate legacy platforms and reduce our reliance on point solutions, significantly improving efficiency,” says Dr Egelhaaf.

Challenges

- Lack of end-to-end control in a multi-provider environment, managing providers in siloes, using manual processes
- Poor employee experience of IT service delivery, inconsistent approaches and onboarding that would take weeks
- Lack of transparency into service provider performance, with a reliance on data delivered by suppliers

Solution

- IT Service Management (ITSM)
- Service Integration and Management (SIAM)

Results

- Multiple legacy systems consolidated onto a single platform, providing a single system of record for Service Integration and Management
- A highly efficient and effective IT operation, with 98% of all processes automated
- Simplification of the onboarding and staff transfer process ensures employees are up and running in just two days, boosting productivity and delivering a great experience

Siemens has shut down multiple IT service management tools and consolidated IT Infrastructure services as well as Applications (more than 600 resolver groups) onto a single platform for incident and problem management. This has fundamentally changed how the company delivers IT services and collaborates with its providers.

Dr Egelhaaf explains: "To roll out of a new global IT service in the IT infrastructure area we just have to use one tool set instead of 15, resulting in much faster time to market cycles for global IT services. We have redefined the way we work with our suppliers, driving the quality of service up, while bringing down our costs. Fully automated interfaces also allow us to easily plug in and out new providers."

There are benefits for Siemens' providers too, as Dr Egelhaaf highlights: "We are extending rich automation capabilities to our providers, enabling them to remove manual fulfilment and driving a win-win situation."

Empowering employees with self service

Siemens has also rolled out a single self-service portal for end users, called myIT. The one-stop-shop for IT products and services allows more than 300,000+ employees to order and manage IT products and services and submit help desk tickets via one easy-to-use interface, instead of bouncing between multiple portals.

Before, employees had to know how to approach a request, following the right sequence (for example, requesting a smartphone before the SIM) and who to approach. As Dr Egelhaaf explains, you were only really successful in setting up your IT if you knew who to ask: "Depending on what organisation you belonged to, the department you worked for or even where you sat, the process for requesting new hardware or software was completely different."

Now, all workflows are built into the service platform, with a consistent approach for every user. Every month, myIT is driving the onboarding of more than 1,000 employees and 100-200 employee transfers between countries and/or business divisions.

"We have transformed a highly frustrating and lengthy process into a fast, highly-satisfying experience for our employees," says Dr Egelhaaf. "New hires or employees transferring to another division or country had to wait weeks before they could start work and now they are up and running in a couple of days. It's a big win from a productivity perspective."

A platform for continuous development

Based on its success in consolidating and managing IT services, Dr Egelhaaf is keen to explore new ways to add value to the business, saying: "There's so much more we can do with ServiceNow to increase business velocity beyond IT."

One area is opening up the ServiceNow platform to run more business-oriented applications, bringing external customers closer to Siemens with self-service portals. "The volume of requests won't be huge, but the value we will generate through this approach will be extremely high," says Dr Egelhaaf.

Fundamentally, Siemens has engineered a step change in IT service delivery that aligns IT operations with its business vision.

"The organisation's goals of digitalisation and automation are natural fits for IT," says Dr Egelhaaf. "ServiceNow is our speed dial for digitalisation, and already 98% of transactions are automated. IT is a valued partner to the business, recognised for its ability to drive transformation."

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