

# Transformation Reimagined: Technology Delivering Business Impact

ServiceNow Success Stories



# Prelude

Tech Mahindra and ServiceNow shares a 360-degree relationship that has scaled significant heights in the last few years. As a strategic partner we have helped deliver joint value to customers through rapid prototyping to optimize customer experience.

Our strategic imperative with ServiceNow is very well aligned to Tech Mahindra's charter which our customer transforms their businesses in ServiceNow platform and advance their digital journey.

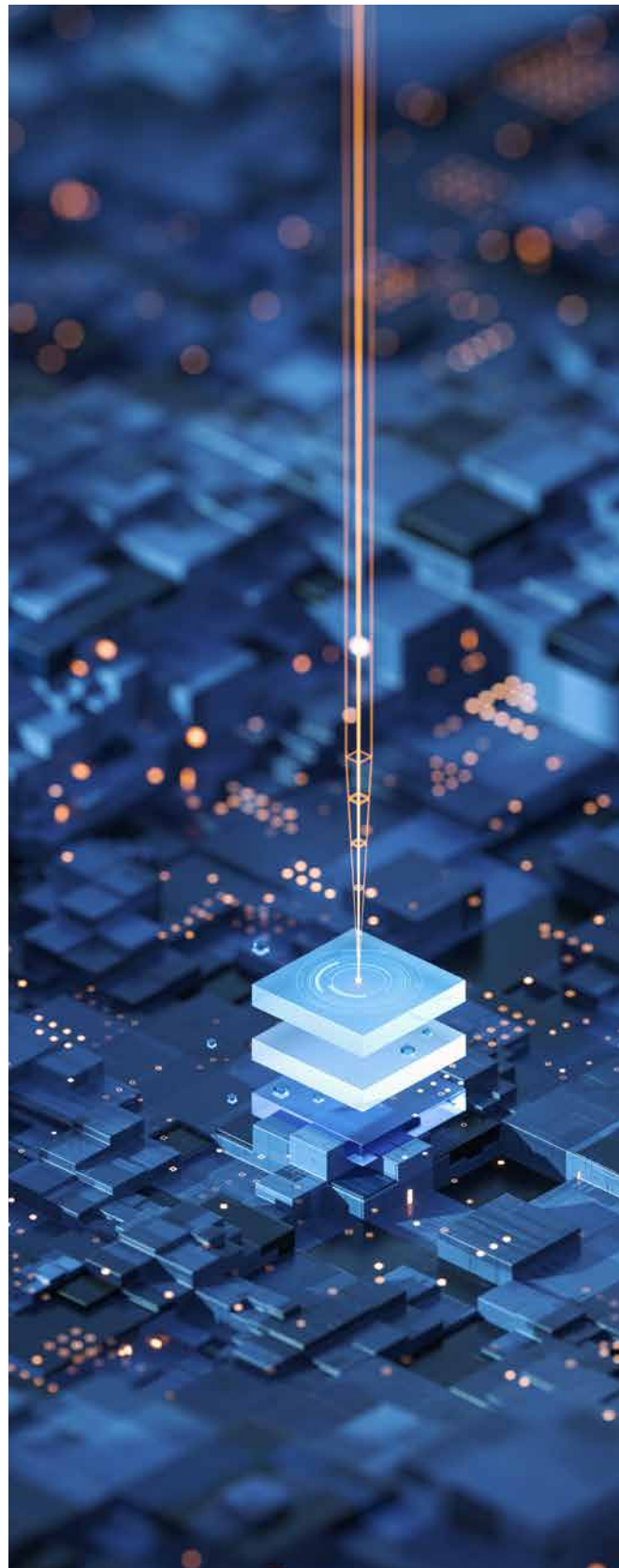
Tech Mahindra's partnership with ServiceNow began many years ago, and we achieved "Elite" level partner status in 2018 covering sales, services, service provider, and technology programs. This partnership collaborates on creating value and building scale for our joint customers through rapid prototyping and developing the next generation solutions across IT, networks, applications, and end users. We drive digital initiatives across 5G, Internet of things (IoT), artificial intelligence/machine learning (AI/ML), augmented reality/virtual reality (AR/VR), and multiple other technologies to drive customer experience

Together we rise above complex industry challenges to build a more connected future.












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# Azure Monitor and ServiceNow Integration for a Leading Liquor Company

## Overview

A leading liquor company wanted to outsource their European IT operations with a key focus on improving efficiency and automations.



## Client Background and Challenges

The customer faced challenges with the presence of multiple vendors who had inter-dependent operations that reduced the efficiency and trackability of day-to-day requests. Cross-functional visibility across multiple IT functions was another key ask.

## Our Approach and Solution

TechM streamlined the overall IT operations by acting as an umbrella system integrator with an overall ownership of IT operations. Additionally, through integrations with multiple automation toolsets we optimized fulfilment thereby increasing operational efficiencies.

## Business and Community Impact



Total contract value of 48 Mn TCV spread across 5 years



30% reduction in operational cost



0% physical server footprint and 100 % DC to Azure transformation



400 monthly man-hours saved through automation

# Implemented Automated Solution to Identify Discovery Issues for a Leading Timeshare Company

## Overview

A leading hospitality company in the United States, wanted to have an automated solution to manage transport layer security (TLS) certificates.



## Client Background and Challenges

The customer faced challenges with higher number of configuration item (CI) outages due to certificate expiration

## Our Approach and Solution

TechM assessed the situation and streamlined certificate management implementation to track the expired certificates and automate the renewal process.

## Business and Community Impact



90 % increase in customer satisfaction



Proactive certificate renewal process



Improvement in the system uptime



Reduction in application outages due to certificate expiry

# Provided Architectural Governance for ITSM, CSM, and Business Consultancy to a leading Telecom Company

## Overview

A telecom company in England wanted multiple legacy and inhouse developed service management applications (120+) with non-standard integrations with various communication solutions impacting customer operations and NPS.



## Client Background and Challenges

The customer was challenged with multiple adhoc internal applications that were developed either for internal communications for specific lines of businesses or for fulfilment of specific use cases, leading to operational inefficiencies and higher maintenance overheads for these multiple systems. Additionally, the migration of these respective tools into the ServiceNow platform was handled by independent teams, necessitating strict best practices and standardization.

## Our Approach and Solution

Modelled best practices, implemented architectural review, and governance processes for information technology service management (ITSM) and customer service management (CSM).

## Business and Community Impact



17k+ on-call daily voice transactions



2.6 Mn e-bonding transactions in 6 months

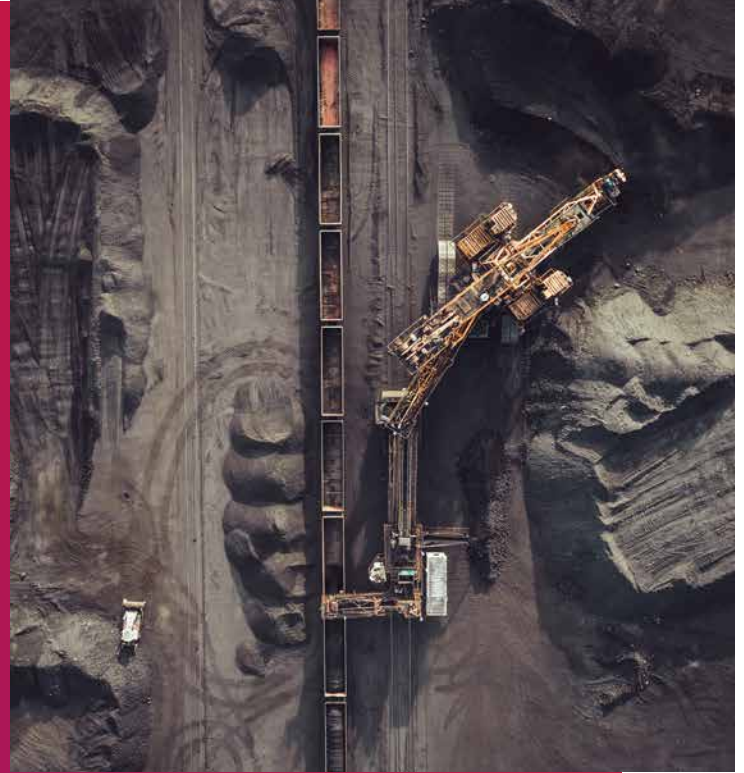


50+ legacy systems replacement in progress (35% complete)

# Implementation of ServiceNow Modules for the Largest Coal and Heavy Mineral Company in South Africa

## Overview

The largest coal and heavy mineral companies in South Africa, wanted ServiceNow as its ITSM solution and infrastructure operation management using ITOM with all other IT assets



## Client Background and Challenges

A leading coal and heavy mineral company in South Africa, was facing challenges with tracking the health of its IT organization with multiple vendors and ITSM tools at play. The customer logs approximately 15000+ IM service requests and over 50000 incidents per annum. The key need was to come up with simplified and digitized processes with easy tracking and a consolidated management view.

## Our Approach and Solution

Tech Mahindra helped the customer move to a single service management platform on ServiceNow and was able to identify and implement multiple automations to further streamline operations. With the initial success, ServiceNow was able to penetrate other areas like employee onboarding, demand management, and tracking and maintenance of fire extinguishers.

## Business and Community Impact



20% reduction in IT services outsourced spend



80% reduction in open tickets renewals

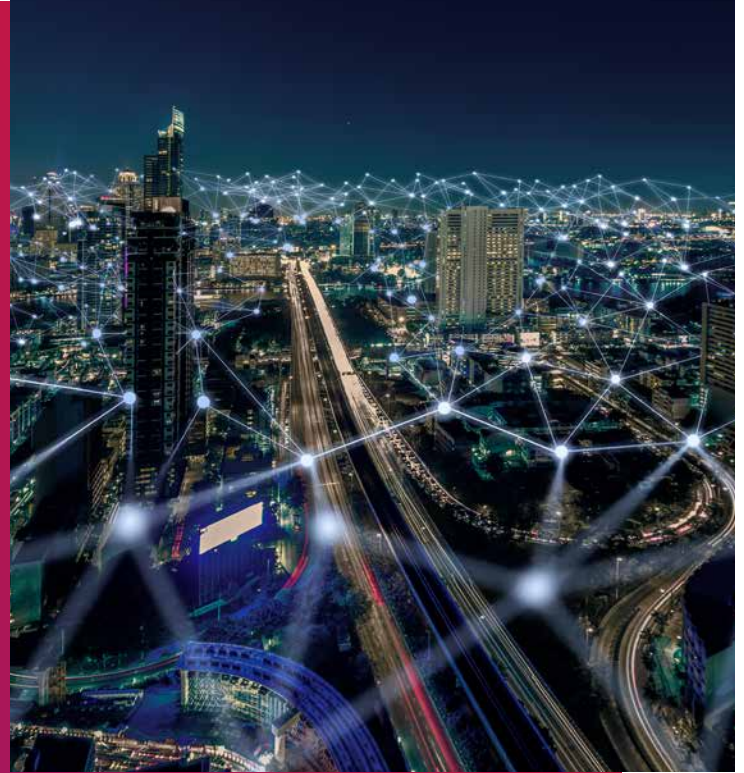


70% faster processing of requests through automation

# Enabling ITOM Visibility - Discovery and Service Mapping for a Leading Telecom Conglomerate in Australia

## Overview

A leading telecom company in Australia wanted to enhance infrastructure visibility to make informed decisions about upcoming changes and impacts.



## Client Background and Challenges

The customer was dependent on multiple in-house tools for configuration management database (CMDB) population and was facing issues with lack of updates on their cloud assets, and up-to-date product information. Another key ask was for a tool that complied with their strict security constraints.

## Our Approach and Solution

TechM provided scalable mid server deployments and integrations with their credential storage tools to enable successful discovery and service mapping within the security constraints, enabling better visibility on the impact made by the changes.

## Business and Community Impact



Auto discovery of on-premises/cloud platform devices using dynamic schedules



Integration with privileged identity and access management tools to ensure no local credential storage



Significant operational efficiencies and improvement in the change and incident management space



# Transformation of ITSM and ITOM Products for a Leading Food Franchise Chain in UK

## Overview

World's leading food franchise chain in UK wanted to outsource IT operations for seamless management of their IT operations and IT dependent retail operations



## Client Background and Challenges

The customer was facing multiple challenges like heavily customized system with no standardized process. Retail operations and customer complaints were being managed through a customized version of ServiceNow platform

## Our Approach and Solution

TechM consultants assessed the IT and process landscape and came up with a streamlined solution for managing both IT and non-IT processes on a minimally customized ServiceNow platform.

## Business and Community Impact



45% cost reduction



30% reduction in L1/ L2 effort



200+ catalog items developed



3 retail processes onboarded on ServiceNow

# Enabled IT Digital Transformation for ITIL Process Improvement for a Leading Radiology Service Provider in U.S.

## Overview

A leading radiology service provider in US wanted to implement ITSM and ITOM processes



## Client Background and Challenges

The customer was challenged with legacy non-complaint system, paper and email-based processes, reliance on calls for support, no SLA tracking, and low visibility for management

## Our Approach and Solution

TechM consultants assessed the situation and automated the discovery solution of IT infrastructure to keep CMDB up to date and enabled IT digital transformation for ITIL process improvement as per the best practices

## Business and Community Impact



80% faster processing of automated service requests.



80% customer satisfaction, faster resolution, and fulfilment of service requests



Centralized dashboards providing the visibility to the executive and senior management

# Improved Data Accuracy, ITSM Processes and Impact Analysis for a US Aerospace Company

## Overview

A US based aerospace company wanted support to enhance and streamline their existing ITSM modules, develop single source of truth for their IT infrastructure and custom solution to handle vulnerabilities in IT assets.



## Client Background and Challenges

The customer was facing multiple challenges like IT assets information stored across multiple sources causing lack of IT infrastructure visibility, delay in identification of root cause and resolution of incidents, lack of visibility and common platform to handle on-premises and cloud vulnerabilities.

## Our Approach and Solution

### TechM enabled

Single source of truth Visualization for their IT infrastructure.

Streamlined their ITSM process by providing Analytical predictions and Integrations to different tools.

Implemented vulnerability management process through integration with QUALYS/RAPID 7 and by building custom applications.

## Business and Community Impact



30% Improvement in ETA for incident resolution



Average CSAT rating improvement from 3 to 4



20% Improvements in system uptime



Approx. 80k \$ of cost saved due to custom applications for vulnerability management.



30% Improvement in mandatory security compliance

# Implementation of APM Module for an American Renewable Energy Company

## Overview

The client, an American renewable energy company aims at creating a sustainable future that is affordable, efficient, and clean.



## Client Background and Challenges

The customer was facing challenges due to its mergers and acquisitions (M&A), organizational changes, and shadow IT, leading to application sprawl. Without control, the result is

- Waste due to duplication
- Increased risk around licensing and/or version control
- Minimal oversight for strategic changes

## Our Approach and Solution

### TechM enabled

- Business application lifecycle management by using the catalog management process
- Various assessment processes such as architecture review, technology standards review, and well-architected review
- Visualization and reporting by leveraging the performance analytics capabilities

## Business and Community Impact



85% well-architected review score achieved for business applications



80% improvement in customer satisfaction



100% visibility of business capabilities and the business applications for decision making

# Implementation of ITSM, ITOM, and CMDB Processes for a Leading Motion Control Technologies Company

## Overview

An American company specializing in motion and control technologies wanted to modernize the IT service experience with advanced ITSM solutions that improves user productivity.



## Client Background and Challenges

The customer had discrete systems for managing service desk, service request, workflows, and processes. This required many different tools to complete simple IT tasks, such as monitoring server statuses, submitting tickets and managing changes. This posed an incredible challenge to drive any system change, process change and dynamic reporting and dashboard.

## Our Approach and Solution

TechM implemented industry leading solution ServiceNow ITSM which handles all the IT tasks on one single platform, was now mobile-enabled, and automated many once manual processes. Further successful implementation of IT operations management (ITOM), configuration management database (CMDB) processes and multiple integration interface enables customer to streamline IT service and asset management.

## Business and Community Impact



Faster issue resolution through monitoring and service desk integration



Centralized, single view simplified IT landscape



Generate reports and dashboards in single click instead of days



Cost saved by migration of processes and data from multiple systems to one ServiceNow system

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