



Let's Solve



A Larsen & Toubro  
Group Company



Case study

# Faster ServiceNow, Reduced Migration Effort Adoption for Nordics-based Financial Organization

## Client

The client is a Nordics-based financial organization.

## Challenges

- The client established a new datacenter in Nordics region that will replace one of its current datacenter locations.
- There was no service overview to support the transition team of 150 business services.
- The current CMDB was not updated, trusted and dynamic.

## LTI Solution

### Implemented Modules:

ITSM & Service Catalog

De-duplication & refactoring of CMDB

Automated discovery of assets & mapping of business services leveraging "Business 1<sup>st</sup>" methodology

Integrated event management landscape by integrating monitoring tools like SCOM, Netcool, SNMP Traps, HP IMC, Ops Center

Integration of ServiceNow with the client's SharePoint to support GDPR rollout, Integration with JIRA, WFDH (user feed), SharePoint, GETRONICS, Table API

Enhanced real-time visibility into process KPIs through performance analytics dashboards

## Business Benefits

**25%  
reduction**

in DC migration time by  
creating a business  
service-oriented move  
group.

**Accurate  
costing**

of each business  
service for replication  
in new  
regions/geographies.

**30%  
more**

adoption of  
ServiceNow due  
to faster platform  
response.

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