



Let's Solve



A Larsen & Toubro
Group Company

Case study

Post-Merger Consolidation, Cost Savings & ServiceNow Support for US-based Global Media Conglomerates

Client

The client is a US-based multinational mass media conglomerate.

Challenges

- After the merger of two companies, users from both sides needed access to other company's resources (apps, facilities, etc.)
- Consolidation of infrastructure, service desk and support groups were another challenge.

LTI Solution

Phase 1: LTI's team consolidated both service desks and enabled OKTA authentication on both instances.

Phase 2: They built a new greenfield instance consolidating both the ServiceNow platforms.

Analyzed, reviewed and evaluated the process on both sides and consolidated wherever necessary (ITSM, CMDB, Integrations, Custom Apps, etc.)

Consolidated to latest version of ServiceNow.

Business Benefits



Cost savings of ~ USD 300k/pa through instance / user license consolidation.



Consolidation of ServiceDesk, knowledge repository leading to centralized support.



Increased user adoption through new enhanced service portal.



End-to-end visibility of operations through one-enterprise management system.



Integration with all enterprise tools and applications resulting in high availability.

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