



CASE STUDY

Managed Services Support for Europe's largest Airline in ServiceNow ITSM and Cloud Management

The Client

The client is an aviation group with operations worldwide comprising over 110,065 employees. The ServiceNow solution is used globally by the client and its partners for IT Service Management and Cloud Management.



The Challenge

The client uses ServiceNow to provide support for operational tasks related to IT Infrastructure and wanted to enhance the platform on an ongoing basis, with quicker response time leading to higher user satisfaction and improved user experience.

They were looking for a technology partner who could support and provide solutions for improved user experience in a multi provider environment, and perform new module implementations and integrations with multi-provider ITSM Platforms. The technology partner also had to support in onboarding multi providers to ServiceNow, enhance their cloud utilizations and reporting capabilities, and provide continual improvement.

Our Solution

LTIMindtree collaborated with the client to instigate a structured delivery process and governance model. We provided support services and solutions in

1. ITSM upliftment, visibility in cloud management and reporting.
2. Enhanced user experience, redesign and development of the service catalogue.
3. Automation in user management such as the creation/modification of a cost centre via catalog item.
4. UAT for cloud module, MFA and change management module.

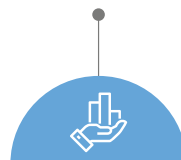
Client Benefits



Quicker response time leading to higher user satisfaction

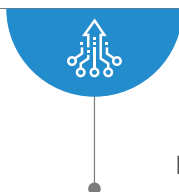


85%
work performed from offshore



SLA-based delivery and reduced backlogs

Faster deployment - Structured process for release management



Productivity increase via automation of group creation and management, change of TAG between ServiceNow and MS Azure for CostCentre and business service

LTIMindtree is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 750 clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by nearly 90,000 talented and entrepreneurial professionals across more than 30 countries, LTIMindtree—a Larsen & Toubro Group company—combines the industry-acclaimed strengths of erstwhile Larsen and Toubro Infotech and Mindtree in solving the most complex business challenges and delivering transformation at scale. For more information, please visit www.ltimindtree.com.