

Global Semiconductor  
Major Enhances  
Application Performance  
with Proactive Incident  
Management with  
ServiceNow

## Client

A global semiconductor designer and manufacturer that provides technology solutions targeting the automotive, industrial IoT, mobile, and communication infrastructure markets.

## Challenges

The client's ongoing transition from the BMC Remedy system to ServiceNow resulted in a complex environment with 145 thousand end users staggered across multiple toolsets. The mission-critical infrastructure required 24x7 monitoring to avoid financial impact due to system failures. The many changes led to spikes in priority incidents that adversely impacted the business. Application performance issues and the recurrence of outages of critical applications due to the lack of a well-defined problem management process were also identified as challenges.

## LTIMindtree Solution

**LTIMindtree provided a comprehensive solution that addressed the client's challenges.**

Set up a dedicated support team for proactive/reactive incident management and problem management to handle business-specific processes and reporting.

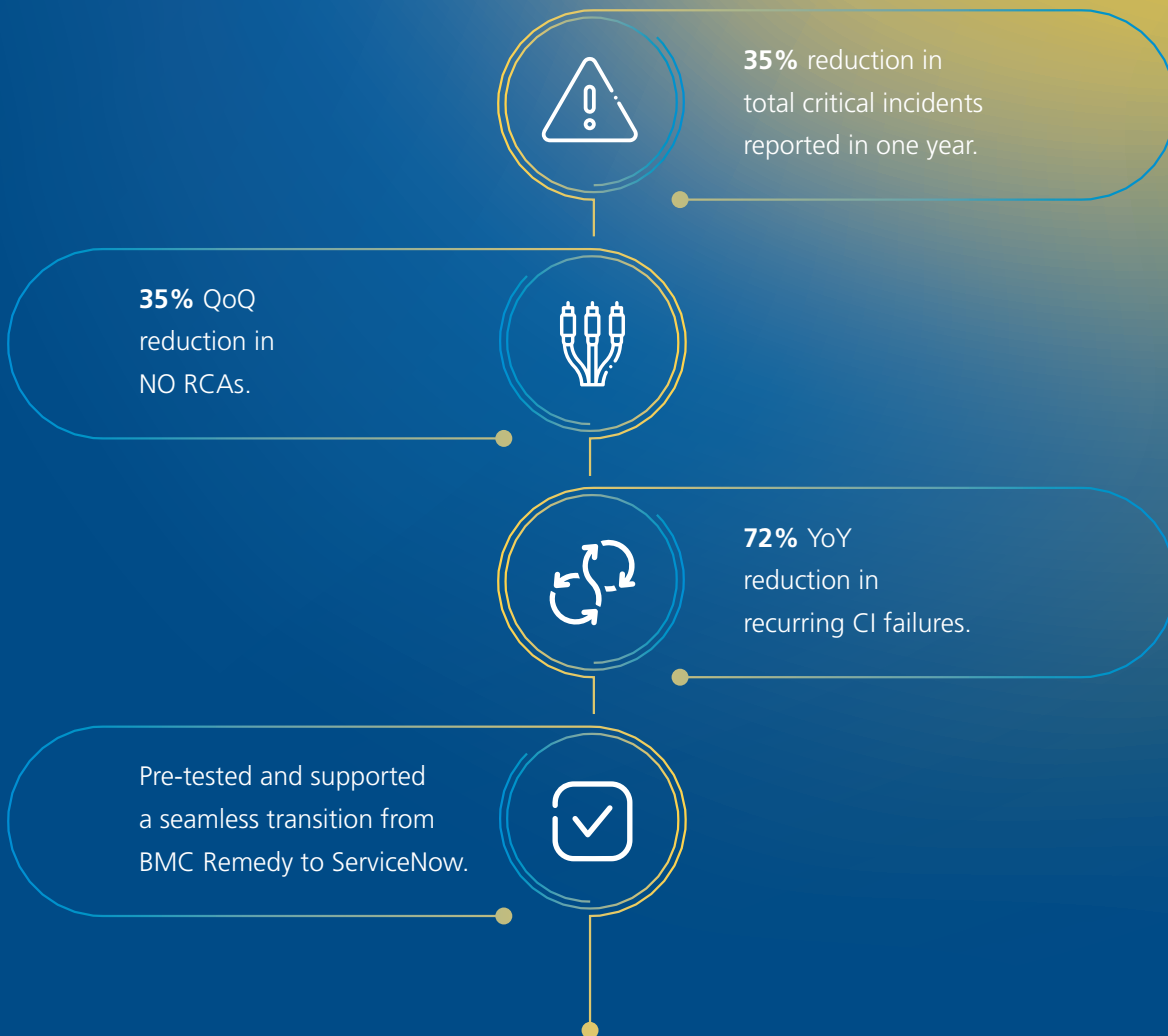
Engaged with the ServiceNow team to review OCC custom requirements and prioritize them for implementation.

Provided 24x7 monitoring through homegrown systems and ScienceLogic solutions provided by the client.

Conducted periodic reviews of planned changes/releases to prepare and staff OCC for potential surges.

Adopted Informatica Enterprise Analytics to set up preventive resolutions.

# Business Benefits



**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 700+ 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 more than 90,000 talented and entrepreneurial professionals across 30 countries, LTIMindtree — a Larsen & Toubro Group company — combines the industry-acclaimed strengths of erstwhile Larsen & Toubro Infotech and Mindtree in solving the most complex business challenges and delivering transformation at scale. For more information, please visit [www.ltimindtree.com](http://www.ltimindtree.com).