Case Study

ServiceNow-led NextGen Operational Transformation and Cost Savings for an Engineered Pumps & Compressors Manufacturer
Client

The client manufactures highly reliable engineered pumps and compressors for global companies in the oil & gas, power, and water processing industries.

Client Ask

• Increased service efficiency.
• Reduced TCO.
• Improvement in IT performance through a quicker resolution of issues.
• Modernization of the IT infrastructure through the adoption of new-age tech.
LTIMindtree Solution

• Converged Ops across Apps, Infra, and EUC:
  o Integrated Command Center
  o Nextgen Service desk
  o Cross-trained 1.5 Team
  o Script-driven automation

• Automated Operations:
  o License expiry notification
  o Identification of faulty tapes causing backup failures
  o Server provisioning

• ServiceNow MSP:
  o Setup of ServiceNow MSP instance (IM, PM, CM, SRM, and KM)
  o Integration of SCOM & SolarWinds with ServiceNow

• Personalization:
  o Simplification of customer satisfaction survey (smiley-based)
  o Simplification of Problem Management process in ServiceNow PM module
  o Remote configuration of laptops through Intune implementation
Business Benefits

- 99% CMDB efficacy through physical audits
- Increase in user satisfaction index up to 90%
- ~USD 70K cost savings
- 30% reduction in MTTR
- ~60% reduction in server provisioning time
- ~25% reduction in major incidents

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