

Brochure

Future of IT

The Blueprint for a Modern Enterprise

The Future of IT is characterized by a shift towards a more agile, efficient, and customer-centric approach to IT service delivery. By leveraging new technologies and capabilities, organizations can unlock new opportunities for growth and innovation, and become more resilient in the digital age.

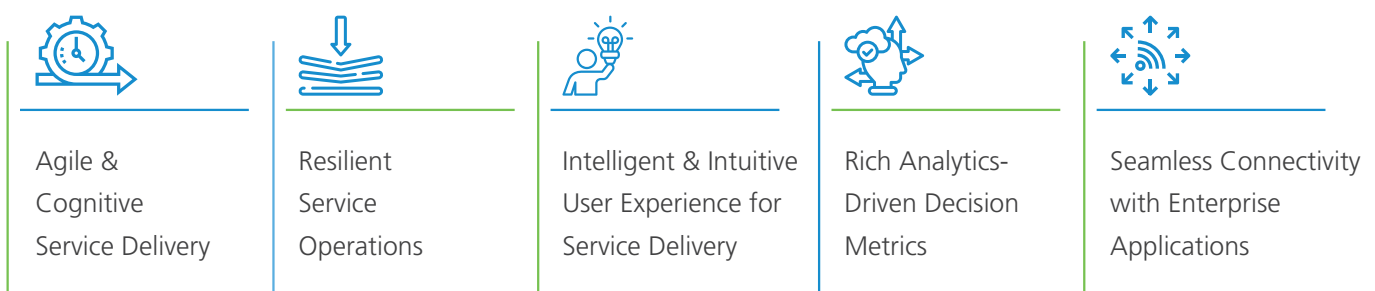
Key Characteristics of a Digital IT Enterprise with ServiceNow at the Core of the operations

The Future of IT with digital transformations and using ServiceNow capabilities at the core of IT refers to the use of technology to transform and improve how IT services are delivered within an organization. This includes adopting digital technologies such as automation, artificial intelligence, and cloud computing, as well as using ServiceNow capabilities to streamline IT processes and workflows.

Business Challenges

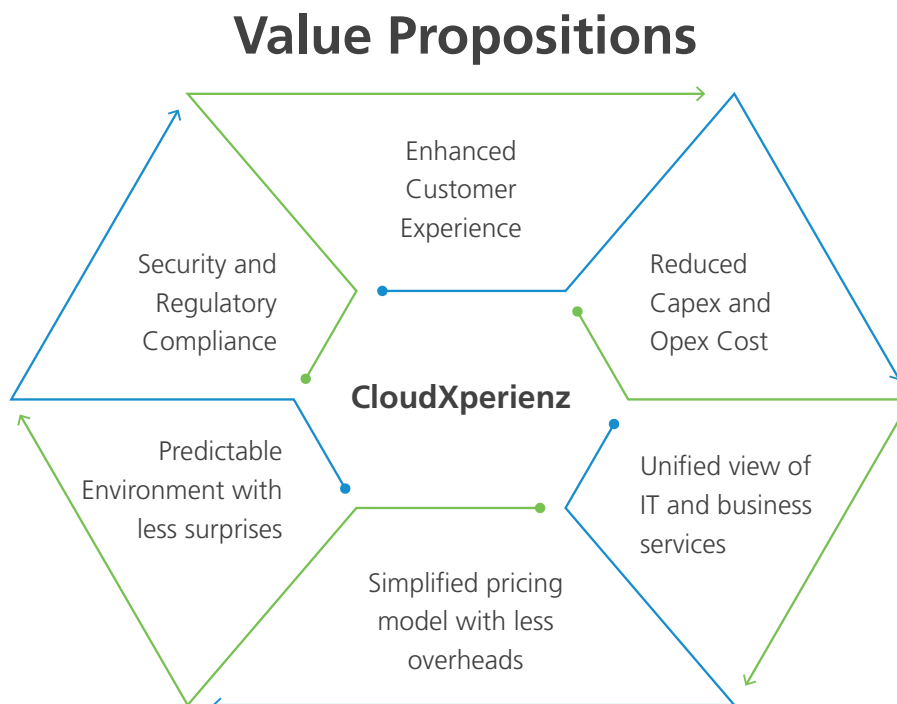
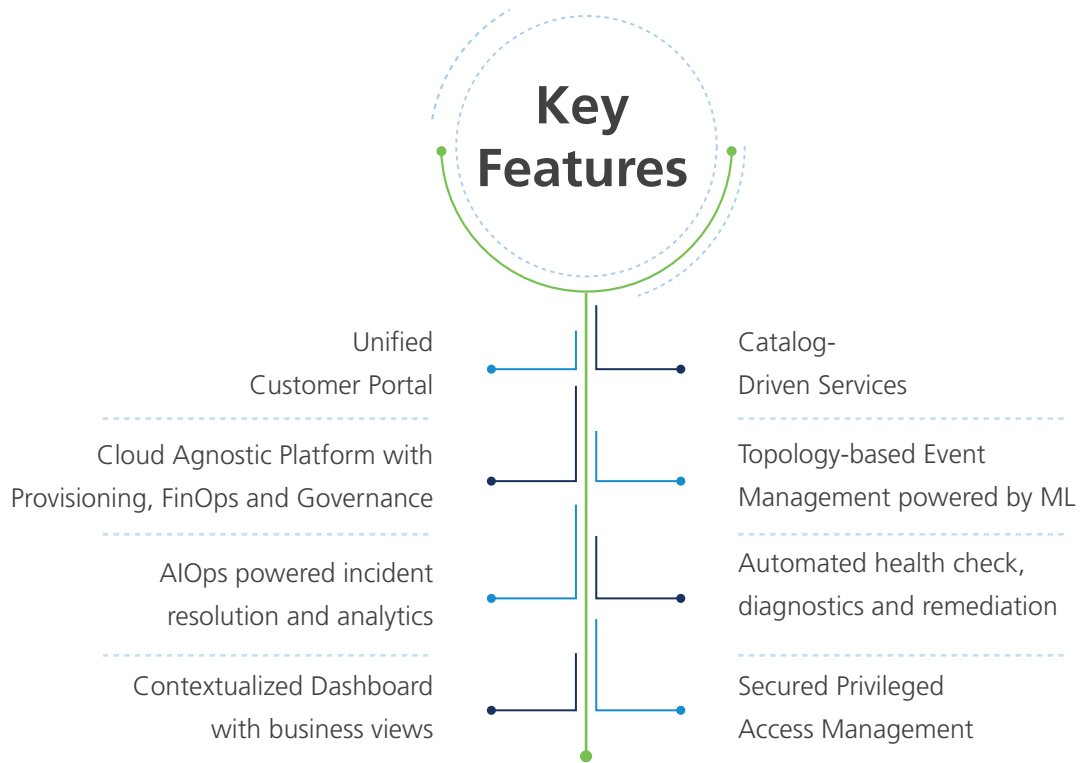
In today's era of cloud and hyperscalars, the need to effectively manage IT infrastructure and services has become more critical than ever. Unfortunately, traditional IT management approaches are struggling to keep up with the pace and complexity of this new landscape. Reimagining the future of IT with ServiceNow can help organizations optimize and automate their IT processes, gain greater visibility into their IT environment, and improve their overall efficiency and agility.

Future of Digital Enterprise IT



LTIMindtree Solution

Our approach addresses the essential aspects and features of the Digital Enterprise IT, and the key value propositions that it offers are:



There are multiple steps to get the journey realized. The typical journey of the Enterprise Digital IT leveraging ServiceNow will be a roadmap for modernizing the service operations and delivery -

Future of Digital Enterprise IT

	Foundation	Transformation	Optimization	Elevation	Expansion
	Stage 0	Stage 1 – Transform Service Delivery	Stage 2 – Predictive & Cognitive	Stage 3 – Modernize Service Ops	Stage 4 – IT Control Tower
Maturity journey	ITSM & ITAM Foundation	Service Availability & Lifecycle Management	Predictive Service Operation – AI/ML Driven	Business & Employee Service catalog	Continuous Service improvement (process/workflow optimization)
	CMDB IT Catalogues	CSDM Foundation Preventive Service Operation Software and Application Lifecycle Control Ops Dashboard	Security & vulnerability Remediation Automation & Orchestration (IT/Security/Employee Request) Nextgen Analytics & CxO Dashboards	Orchestration of service fulfilment Business Service mapping IT demand & portfolio management Employee experience elevation	Begin the enterprise service management journey
ServiceNow App	ITSM, ITAM, CMDB, Discovery	ITSM Pro, CSDM, ITOM, SPM, SAM, PA	ITSM Pro, ITOM, Automation Engine SecOps, CXO Dashboard	ITOM, Automation Engine (RPA), EC pro	Enterprise Service management, RPA
Offering	XpressNow	XpressNow Golden CMDB	CloudXperienz Automation Bots LUMIN Data Analytics	CloudXperienz Automation Bots	Smartops

Customers aspire to transform enterprise IT into more digital and employee-centric and they start initiatives to drive multiple programs towards the same. LTIMindtree is a leading ServiceNow partner and is known for solid capabilities for Digital and Experience transformation. Our solution offerings and accelerators help customers realize the benefits of the ServiceNow platform and structure of Digital Enterprise IT.

Platform Doctor (Platform Health Solution)

Agile & Cognitive Service Delivery	Resilient Service Operations	Analytics-Driven Decision Metrics	Seamless Connections with Enterprise Apps
CloudXperienz Brings synergies between Business & IT <hr/> XpressNow Accelerate ITx solution deployment and stay close to Out of box	Golden CMDB Framework & Best Practices for CSDM adoption <hr/> SmartOps Framework Build an Ecosystem for Automation <hr/> ServiceOps Auto Remediation Bots Pre-built automation use cases	Data Analytics Powered by LUMIN Rich and Natural Language based Data Analytics Integrated with ServiceNow for on-demand analytics	Seamless Enterprise Service Delivery Experience Workflow Solution to get users to have a seamless experience for enterprise functions (Finance, Workplace)

If you are planning to modernize your IT Service Delivery and Operations and create a journey map to utilize ServiceNow at its best, our experts will help you make the roadmap step by step.

Please get in touch with us at ServiceNowPractice@LTIMindtree.com.

Let's get to the future, faster. Together.



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 81,000+ 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.