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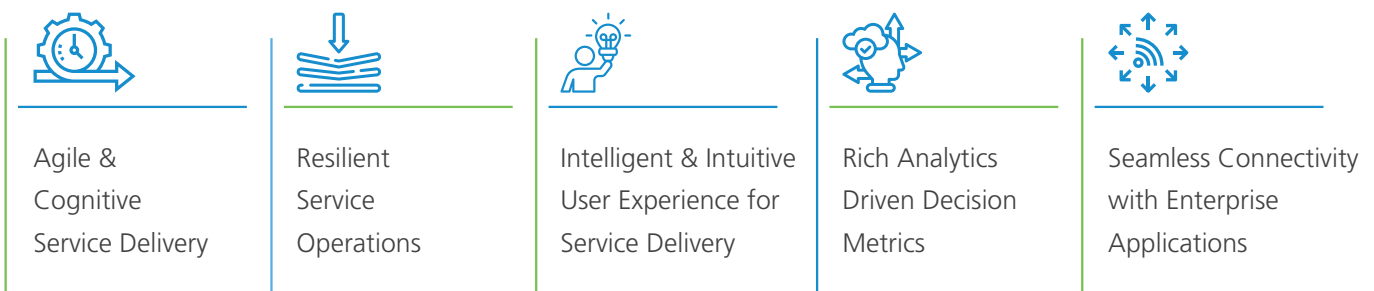
Key Characteristics of a Digital IT Enterprise with ServiceNow at the Core of the operations

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.
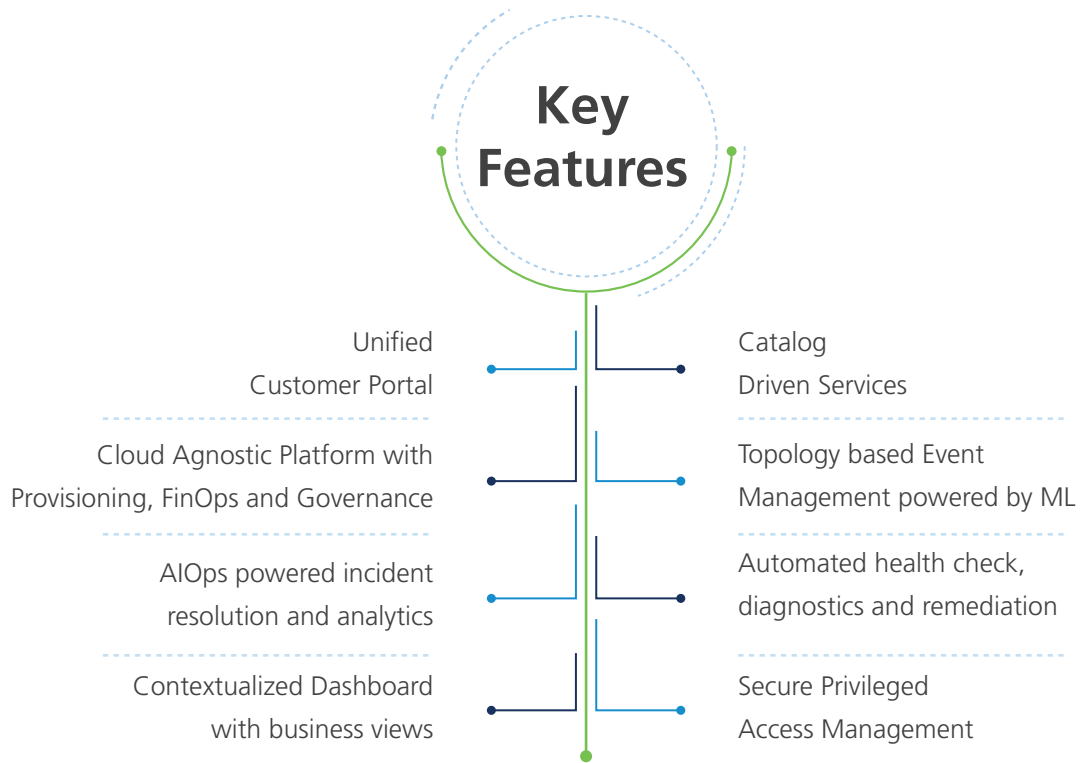
Business Challenges

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

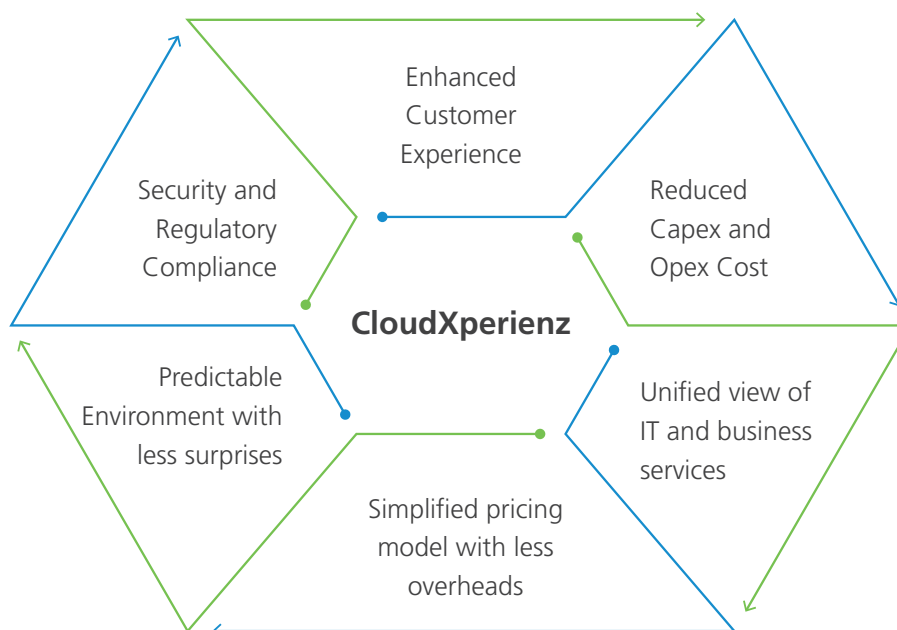| Agile & Cognitive Service Delivery	Resilient Service Operations	Intelligent & Intuitive User Experience for Service Delivery	Rich Analytics Driven Decision Metrics	Seamless Connectivity with Enterprise Applications

LTIMindtree Solution

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

Key Features

Unified Customer Portal

Catalog Driven Services

Cloud Agnostic Platform with Provisioning, FinOps and Governance

Topology based Event Management powered by ML

AIOps powered incident resolution and analytics

Automated health check, diagnostics and remediation

Contextualized Dashboard with business views

Secure Privileged Access Management

Value Propositions

Enhanced Customer Experience

Security and Regulatory Compliance

Reduced Capex and Opex Cost

CloudXperienz

Predictable Environment with less surprises

Unified view of IT and business services

Simplified pricing model with less overheads

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 CMDB IT Catalogues	Service Availability & Lifecycle Management CSDM Foundation Preventive Service Operation Software and Application Lifecycle Control Ops Dashboard	Predictive Service Operation – AI/ML Driven Security & vulnerability Remediation Automation & Orchestration (IT/Security/Employee Request) Nextgen Analytics & CxO Dashboards	Business & Employee Service catalog Orchestration of service fulfilment Business Service mapping IT demand & portfolio management Employee experience elevation	Continuous Service improvement (process/workflow optimization) 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	**Golden CMDB** Framework & Best Practices for CSDM adoption	**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 seamless experience for enterprise functions (Finance, Workplace)
XpressNow Accelerate ITx solution deployment and stay close to Out of box	**SmartOps Framework** Build an Ecosystem for Automation **ServiceOps Auto Remediation Bots** Pre-built automation use cases		

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.

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