

Case Study

Transforming IT Ops and Enhancing Service Visibility for a Large American Fortune 500 Energy Provider

Client

The client is a Fortune 500 energy company with several regulated subsidiaries offering retail electricity, natural gas service, and water service to approximately 4 million customers.



Challenges

As part of a bigger move from the incumbent for IT infrastructure operations services, the client onboarded LTIMindtree to help transform its Enterprise Service Management landscape.

The client was having trouble sustaining the optimum uptime of its citizen-critical services during repeated natural catastrophes.

This combined with poor visibility into mission-critical business services led to inefficient operations.

LTIMindtree Solution

LTIMindtree assumed full responsibility for implementation management and the ServiceNow platform and transformed service management, operations, CMDB, and data quality to provide an end-to-end IT service-ops transformation.



Analyzed and corrected process roadblocks and misconfigurations of the ServiceNow platform by a dedicated SWAT team.



Engaged in Configuration Management Database (CMDB) automation and clean-up to eliminate one million+ duplicate records.



Provided a fully automated CMDB setup within ServiceNow using ServiceNow Discovery.



Mapped over 200 services as part of a significant multiphase service mapping exercise, giving the customer's IT leadership total visibility.



Updated the CMDB data model, which ServiceNow's CSDM model now governs.



Parallely automated over 50 use cases involving user request fulfillment and auto-healing fixes via ServiceNow Automation Engine.

Business Benefits



Critical business services experienced a considerable decrease in downtime due to this multi-track, multi-phased engagement.



20-30% reduction in MTTR through automation and process improvements.



The ability to de-duplicate apps and retire them to deliver a considerable cost reduction was made possible by an accurate and trusted CMDB.



Integrated IT service management, security, and related operations using **200+** service maps giving IT leadership end-to-end insight and streamlined mission-critical services governance.

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 more than 85,000 talented and entrepreneurial professionals across 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.