

Case Study

Optimizing ServiceNow Performance:

A Case Study of Platform Doctor Implementation in US-based Card Services Company



Client

A Fortune 500 company that invents technologies and offers solutions to provide loyalty and marketing services, such as private label credit cards, coalition loyalty programs, and direct marketing, derived from the capture and analysis of transaction-rich data.



Challenges

Dearth of visibility into ServiceNow misconfigurations and coding bad practice

Lack of recommendations to convert bad practice to suitable practice configurations

Absence of tools to measure technical debt leading to performance issues

No dashboard to monitor instance health



LTIMindtree Solution

01

Leveraged LTIMindtree Platform Doctor to run an initial scan of the platform to identify misconfigurations and best practice violations.

02

Implemented fixes and enhancements within ten weeks to elevate platform health by 10 percent (from <70 percent up to >80 percent).

03

Delivered an intuitive portal with real-time insight into health scores for performance, security, upgradability, manageability, and user experience.

04

Utilized Platform Doctor to identify technical debt impact and prioritize fixes & recommendations.

05

Live dashboard to monitor instance health.

06

Unlimited scans to drill down into the root cause of platform instability and low health.

Business Benefits

~79K

violations were reported,
false positives removed, and
guidance provided for fixes



Ensured a clean greenfield
implementation **90%** close to
Out of the Box (OOB)



Enabled ServiceNow best
practice compliance

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



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