



Transformed demand delivery environment with real time visibility management of projects

CLIENT

Leading Financial Services Provider

INDUSTRY

Information Technology

THE BUSINESS PROBLEM

The customer had challenges creating, managing, and tracking progress of their demands (IT or Infra projects) and was seeking to transform their delivery workflow.

With multiple departments and different processes involved in creating, managing, allocating and authorizing budgets, the process of monitoring the project lifecycle was challenging with emails and SharePoint being used to manage demand creation and subsequent follow through.

SOLUTION

Understanding the gravity of the challenges, the customer and the implementation teams aligned to create an integrated one stop solution that brought all users to a single workflow and helped to plan, manage and monitor the entire project life-cycle leveraging the ServiceNow's core capabilities.

This also allowed multiple departments like IT, PMO, Architecture teams, Infrastructure team and the Business leaders to collaborate seamlessly. The solution was built to provide metrics related to the quality, cost and timeliness of all of the projects





The solution included,

- A Web based solution designed to provide access to various Project stakeholders to manage projects securely.
- A Unified Data Collection Wizard with a centralized workflow to support existing business processes as well.
- It was customized to enforce role based access to restrict data access among different stages and stakeholders.
- Real-time Visibility Management of all projects with early warning alerts to delivery leads as needed
- ServiceNow was chosen for its broader capabilities that provided prebuilt workflows for similar business needs and the ability to customize as needed.
- A phase by phase approach was developed in order to complete a project starting from “Demand” to “Closure” stage. Each phase contained a set of tasks that captured the relevant artifacts and also tracked the project status real-time.
- The portal was designed to use the underlying capabilities of ServiceNow along with a fully customizable UI and provided options to configure the workflow as needed
- It was designed to support the Technology Operating Model (TOM) requirement of the client and provide a common repository for all forms and existing processes

THE RESULTS

 **\$1 MILLION**
COST SAVINGS PER YEAR

4000 ACTIVE PROJECTS
BEING TRACKED
THROUGH THE
PORTAL

COMPLIED TO CMMI REQUIREMENTS

PROJECT LIFE-CYCLE TIME
REDUCED BY MORE THAN

30% 

DUE TO BETTER COLLABORATION AND REDUCED
DELAYS OF APPROVALS BETWEEN DEPARTMENTS

IMPROVED USER
EXPERIENCE

AND EMPLOYEE PRODUCTIVITY 



We're Your Partner in Building Sustainable Software Solutions.
We provide management and engineering talent with a passion for your product.
Our teams listen, plan with you, and develop solutions to help you succeed.



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