



ServiceNow ITOM & Service Mapping

A leading global financial advisory and audit company enhances its IT and business operations, streamlines cloud deployment, and accelerates time to value by deploying ServiceNow ITOM and Service Mapping.

Industry & Region

Financial Services & Auditing, USA

Technology Stack

ServiceNow ITOM & Service Mapping

Client Overview

Our client is a global leader in financial consulting, risk advisory, and auditing that serves most of the Fortune 500 companies and the most respected brands across the world. One of its business processes runs through 45 different applications.

Business Challenge

The Consulting & Advisory company was looking to improve its overall IT operations and achieve efficiency. For this, they desired to migrate their applications to the Cloud. They are required to get unified visibility into the availability of their business services so that they can assess the impact of any incidents and proposed changes. However, the client found it difficult to map their business services as it was a time-consuming and resource-intensive task and took 2 to 3 weeks per service. Moreover, service mapping was becoming a costly matter which the client wanted to avoid.

Solution Offered

Initially, we assessed the customer's business services and applications and their cloud readiness. Since the client had already deployed ServiceNow ITSM for faster resolution of service requests, we proposed to implement ServiceNow ITOM for improved visibility across infrastructure and apps and optimize efficiencies.

We started with Discovery to audit every hardware and software asset, and all details about it – what version, where it is running, and when it was installed. All this information gave the client a comprehensive view of their asset management.

Utilizing the discovered data, Service Mapping was done by creating an end-to-end map of the client's services. With that, the client could see the entire service map and identify its uptime and downtime, which helped them manage it more efficiently.

Discovery and Service Mapping enhanced the performance of the client's configuration management database (CMDB). With a clearer picture of their IT and Business systems in the CMDB, the cloud migration of entire services/applications has become smoother.

Value Delivered

- 60% cost savings due to the speed and ease of service mapping
- Improved management of business operations
- 100% of IT Software and Hardware assets identified and audited
- 20% faster time to value