

# Unified multiple LOB's day to day operations on ServiceNow for one of the largest banks in the world

## Challenges

- Implement ServiceNow across client's various LOBs to improve employee and customer experiences for successful digital transformation
- A single data model on one platform to simplify the digital transformation
- Migrate from HP Service Manager to ServiceNow
- High sensitivity to compliance and regulations
- Configure vs. Customize, leveraging Out of the Box Functionality
- Prepare and maintain Service Desk and L1 ticket handling capabilities.

## Solution

- A complete Service Portfolio refactoring to provide a purpose-built catalog for users
- Faster creation of tickets by support team reducing time to resolve and higher satisfaction for users
- Less custom development ensures ease of upgrade and efficient systems management
- Data segregation and sanctity of data leveraging secure data modeling and scoping of data
- Multiple data sources with intelligent identification and reconciliation

## Value delivered

- On-time and on budget implementation with control of demand and ability to innovate and construct more expeditiously
- Virtusa ServiceNow team was able to bring the targeted LOB's (Global Technology Infrastructure, Chief Technology Office, Commercial Banking, Asset, Wealth Management) under one platform, which helped to track, collaborate, and solve/mitigate the business issues/problems