

Automation led Enterprise Transformation using ServiceNow for One of the Big Five banks in Canada

Challenges

- With Microsoft ending support in January 2020, the legacy system running on Windows 2003, had reached end-of-life
- Due to BMC exit from client environment, Remedy was no longer supported
- Existing Service Portal had limited capabilities and offered a poor user experience
- Legacy ticketing system used in some parts of the portfolio.
- Manual support team intervention for application provisioning resulted in end-user wait times of up to 3 business days

Solution

- Virtusa partnered with the client to begin their ServiceNow transformation journey and covered over 350+ catalogs, ITSM, ITOM, SPM, Cloud, Asset Management, SecOps, HR, CSM/FSO, and Core Platform apps in the last four year.
- Migrated from Remedy to ServiceNow to address regulatory compliance issues related to Windows Server 2003 and BMC exit
 - Redesigned the user experience on using the ServiceNow platform.
 - Improved end-user certification process by reducing SACM team's manual intervention and enhancing the service request module for predictability and transparency
 - Integrated ServiceNow with SCCM to enable automated deployment and reduce fulfillment time. Developed an enterprise-level automated dashboard for real-time tracking and enhanced observability
 - Managed ServiceNow upgrades for 13 environments, including 1 Production, 3 San Diego, 5 Tokyo, and 4 other environments supporting continuous deployment

Value delivered

With our several successful implementations over the last few years across client environments, we have changed the conversation from Excels to Dashboards. Other key benefits include:

- Reduced operational cost by 50% through migration from Remedy to ServiceNow. Fully integrated ticketing platform aligned to organizational roadmap
- Realized per-ticket savings of approximately 76hrs from automated software request provisioning, including 60,000hrs saved in the first 30 days of go-live
- Reduced time for provisioning from 4 days to 3 hours through the implementation of zero-touch provisioning with application deployment
- Reduced operational cost by eliminating 6 contractors used in end user asset certification
- Reduced upgrade window from 13 to 5 weeks.