

## Case Study

# ServiceNow-led NextGen Operational Transformation and Cost Savings for an Engineered Pumps & Compressors Manufacturer



# Client

The client manufactures highly reliable engineered pumps and compressors for global companies in the oil & gas, power, and water processing industries.



## Client Ask

- Increased service efficiency.
- Reduced TCO.
- Improvement in IT performance through a quicker resolution of issues.
- Modernization of the IT infrastructure through the adoption of new-age tech.

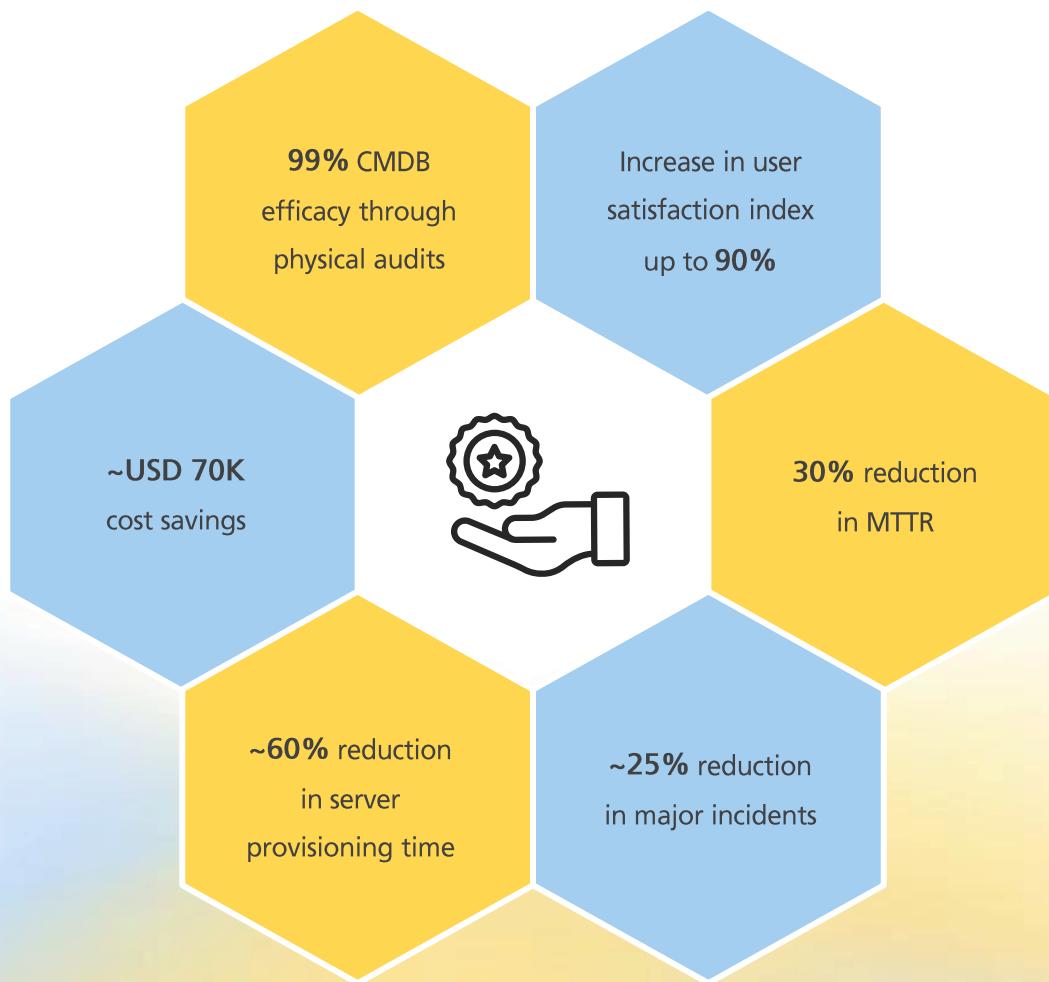
# LTIMindtree Solution

- **Converged Ops across Apps, Infra, and EUC:**
  - Integrated Command Center
  - Nextgen Service desk
  - Cross-trained 1.5 Team
  - Script-driven automation
- **Automated Operations:**
  - License expiry notification
  - Identification of faulty tapes causing backup failures
  - Server provisioning
- **ServiceNow MSP:**
  - Setup of ServiceNow MSP instance (IM, PM, CM, SRM, and KM)
  - Integration of SCOM & SolarWinds with ServiceNow
- **Personalization:**
  - Simplification of customer satisfaction survey (smiley-based)
  - Simplification of Problem Management process in ServiceNow PM module
  - Remote configuration of laptops through Intune implementation





# Business Benefits



LTIMindtree is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700+ clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by nearly 90,000 talented and entrepreneurial professionals across more than 30 countries, LTIMindtree — a Larsen & Toubro Group company — combines the industry-acclaimed strengths of erstwhile Larsen and Toubro Infotech and Mindtree in solving the most complex business challenges and delivering transformation at scale. For more information, please visit [www.ltimindtree.com](http://www.ltimindtree.com).