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.
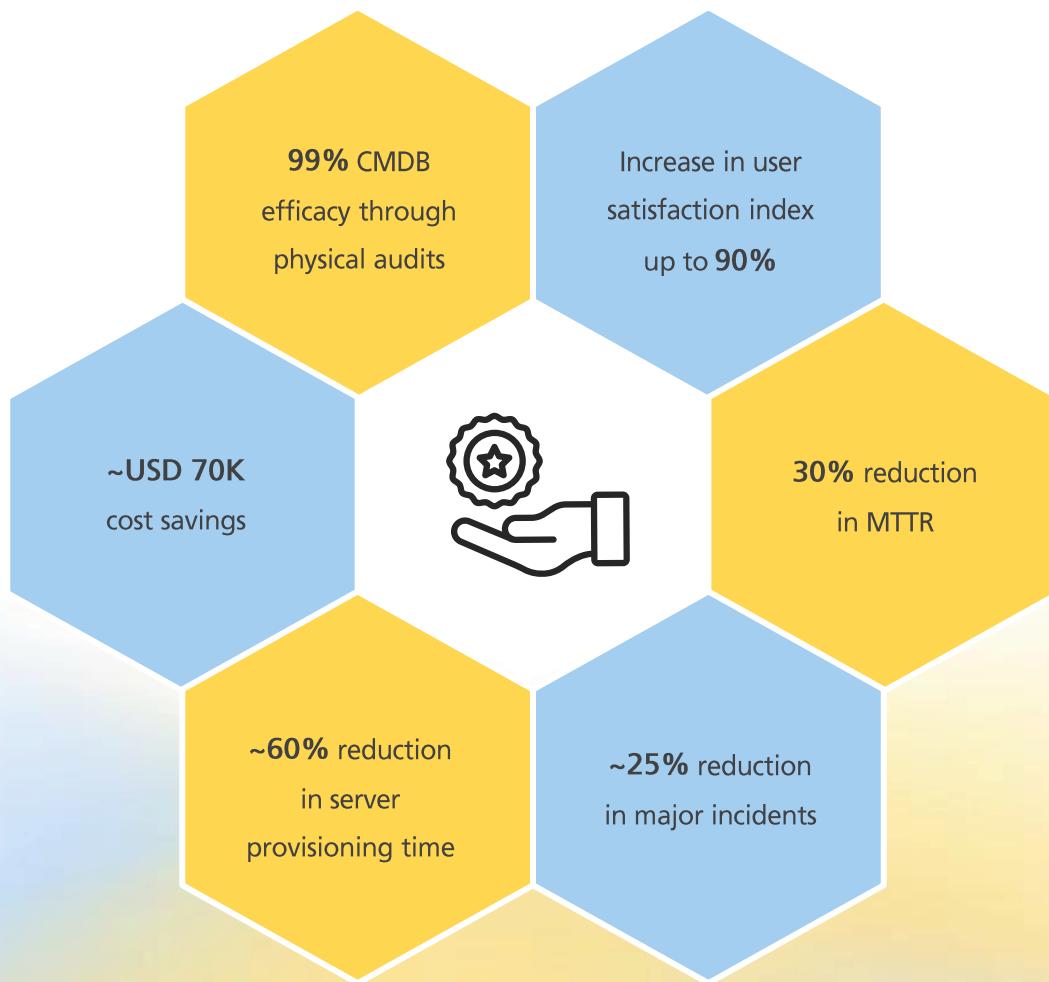
LTIMindtree Solution

- **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

99% CMDB efficacy through physical audits

Increase in user satisfaction index up to **90%**

~**USD 70K** cost savings

30% reduction in MTTR

~**60%** reduction in server provisioning time

~**25%** reduction in major incidents