HCL implements centralized **ITSM platform**

For a European telecommunication customer

Customer profile

Customer is a leading British telecommunications company which provides infrastructure, broadcast transmission and smart meter facilities in the United Kingdom.

Customer landscape

- Antenna equipments: **4177+**
- Power equipments: **3509+**
- Radio hardware: **10821+**
- RAN: **500+**
- EUC: **2772**
- Networks: **1600+**

Services landscape

- Technical service/offerings: **22/2874+**
- Application services: **1694+**
- Business service/offerings: **25/193+**

Customer challenges

- Lack of global service management process.
- Need for service-driven architecture, existing CI/categorization wasn't fit for purpose, due to complexities in organization structure
- No single integrated console to manage infrastructure CI along with Service CI, customer was managing all their infrastructure CI through multiple tools
- No business impact visibility due to the issue in any of the underline infra components
- No centralized dashboard or standard service-based data model leading to ine ective reporting
- Highly customized ITSM platform that caused upgrade issue for new feature.
- Need for field service management for regular maintenance and repair of broadcast equipment installed across 4765+ sites
- Customer has already had couple of unsuccessful attempts to integrate service management into a common platform

Solution highlights

Implementation timeline: 18 months.

Stages: 3 phases

Project team: India & UK (remote implementation)

Our solution

- ServiceNow CSDM 2.0 data model implemented for SOA
- Self-service made available across PC and mobile devices delivered through ServiceNow ITSM, ITOM, HAM, CSM, FSM application suite, along with Now and Agent Mobile experience
- Consolidated/migrated all their CI/relationship from various tools into OOB ServiceNow
- Enable e ective reporting and dashboard
- CSM integration with ITSM (Incident, Change, Knowledge, SRM) & FSM
- Integrate multiple business unit to bring the whole organization on one system and one process
- Support UAT and training, operational readiness: All trainings recorded and shared along with documents
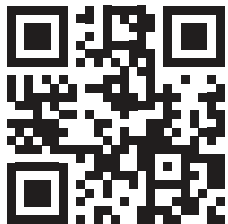
Unique use cases of the project

- **Project future fit transformation:**
  Aimed at merging 4 incumbent service management platform into a single service management systems with integration to 40+ operation support system, 5+ business support systems, eBonding with 2 large scale customer's service management platforms through an enterprise service bus
- **29 business process reengineered through ServiceNow apps:**
  Field service management, customer service management, event management, and operational intelligence
- Organizational change management relied heavily on ServiceNow guided tours (custom built and tweaked for each process) and ServiceNow Now learning (eLearning module)

Business values/objectives

- Common process and data structured across business:
  ServiceNow CSMD 2.0 supports centralized ITSM processes for every part of the business (SMART, Radio and media network) & internal IT

- Operating model optimization:
  By leveraging a common CMDB on ServiceNow platform, ticket routing and resolution time reduced by 60%

- Lower cost:
  By leveraging a licensed service management (PaaS) solutions for all parts of business with easy to setup 3rd party integration capabilities

- Customer experience:
  Portal for customer service management (B2B) providing visibility of service affecting changes/incident, ability to request new changes (work orders). 30% reduction in change planning effort for management teams made possible through a single change calendar view listing all requested and planned changes

- Asset tracking and management:
  User facing catalogue for hardware request