

HCL

Implementing GBP ITSM suite with centralized ITSM processes

for a pharmaceutical industry





Customer profile

Customer is a NASDAQ listed fully integrated biopharmaceutical solutions American multinational contract research organization based in Morrisville, North Carolina.

Customer landscape

End user assets

3200+

Servers

629

Network devices

2812

AD users

4000+

Customer challenges

- Transformation objective was to provide customer with the implementation of core, industry-accepted tool and processes aligned with IT Infrastructure library practices and enable customer with dedicated instance of ServiceNow
- The implementation was one part of the overall program transition to enhance the organization's service management capability and establish a foundation for facilitating valued, continual improvement of customer's service delivery and support to its customers.
- HCL's project objective was to transform customer transition from the existing IT service management platform (HCL owned GBP shared MTaaS) for service desk and other IT operations management functions over to a dedicated instance of ServiceNow.

Solution highlights

Implementation timeline: 7 months (phased approach)

Project team: India and NA

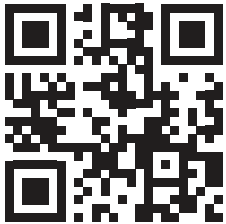
Our solution

- HCL Implemented ServiceNow GBP ITSM suite with a centralized ITSM processes including base processes i.e. incident,change,problem etc.
- It was implemented within timeline and to utmost quality following compliance of pharmaceutical company e.g. IQ/OQ reports
- Extensive sessions and demos were conducted with customer to gain confidence and create comfortable environment for requirement gathering sessions.

Business value/objectives

- HCL implemented refined knowledge management process along 1370 article migration.
- More than 70 service requests implemented in multiple phases including simple and complex and in addition to that 80 SLAs were also configured.
- Multilingual service portal was implemented along with 7+ language enabled survey configuration
- SSO integration and user provisioning with Azure and Moogsoft integration.
- HCL implemented Bagheera utility for bulk data management

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