

A man and a woman are working together on a laptop in a modern office setting. The woman, with curly hair and glasses, is seated and looking at the screen. The man, with glasses and a beard, is standing behind her, pointing at the screen. They are both wearing professional attire. The background is a blurred office environment with warm lighting.

HEXAWARE

Enterprise Digital Transformation by Reimagining IT Service Management

Harnessing ServiceNow for maximum business value

Case study

Client

- | Client
- Challenge
- Solution
- Benefits
- Summary

The client is a leading provider of workplace furnishings and residential building products in the US. Their recognized family of global brands offers exceptional products and services for a wide range of workplace and residential applications.



Challenge

Client

| **Challenge**

Solution

Benefits

Summary

The client sought to accelerate their digital transformation goals by streamlining their processes with automation by migrating to the ServiceNow platform. They were facing challenges that included:

- Non-adherence to defined processes by business users
- Non-adherence to best practices that hampered the process team during audits
- Limited use of the Service Portal and knowledge management process by business users
- Non-standardized asset life cycle process
- Fragmented (Management Information System (MIS)/reporting and lack of foundational dashboards
- Lack of proper integration with the IT service management (ITSM) tool



Solution

Client

Challenge

| **Solution**

Benefits

Summary

The solution involved a strategic assessment for a comprehensive view of the current landscape and a bespoke plan for migration, enhancement support, and governance.

The collaborative approach with an accent on automation involved:

- Catalog unification and modifications for effective approvals and streamlined fulfillment process
- Roadmap facilitation using ramp-up license procurement & implementation for better adoption
- Effortless foundational and transactional data migration from Ivanti to ServiceNow
- Automated discovery and hardware asset management lifecycle processes
- Automation-focused employee onboarding and lifecycle status management



Benefits

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40%
Productivity gains due to improvement
in processes & user experience

9+
Integrations built
with ServiceNow

5+
Employee
lifecycle events

90%
Inventory coverage using
automated discovery



Summary

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| Summary

Our client was looking to fast-track their digital transformation needs by digitalizing enterprise-wide service management to enhance experiences and drive productivity. An elite ServiceNow partner, Hexaware, stepped in to help them move into the new with a seamless transition to the ServiceNow platform that helped them realize exponential value across their IT landscape.

With automation a key catalyst, the ServiceNow journey helped them streamline process efficiencies, fix issues with reporting, and reinvent their employee lifecycle management. The enhanced user experience helped improve productivity by more than 40%. We aligned the engagement with overall business goals and enabled the client to scale digital transformation at velocity.



About Hexaware

Hexaware is a global technology and business process services company. Our 27,000 Hexawarians wake up every day with a singular purpose; to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With 40+ offices in 19 countries, we empower enterprises worldwide to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at www.hexaware.com.

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