

HEXAWARE

Modernization of Legacy IT Service Management Tools

Process standardization and
enhanced user experience

Case study



Client

The client is one of the leading travel technology companies in the world.

| Client

Challenge

Solution

Benefits

Summary



Challenge

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| **Challenge**

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Summary

The client wanted to transform and modernize its legacy IT Service Management Tools (ITSM) to achieve process standardization and reduce the overall cost of service management. They were looking to merge the processes and tools of four disparate ITSM systems and enhance user experience. They faced the following challenges:

- A core ISTM system that was unsupported, not scalable, and difficult to enhance and manage
- Managing the complexity of multiple point-to-point integrations (~12) with external customer systems
- Ensuring a smooth transition of ~7500 customers from the old legacy systems along with ~12000 SLA rules and ~800 service requests

They were planning to transform the legacy system with new functionality in 24 months to minimize running multiple systems in parallel.



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The Hexaware approach focused on implementing a modern ITSM system with fit-for-purpose processes and functionalities. The journey involved:

- Phased tools rationalization and instance convergence program using the ServiceNow ITSM platform
- Convergence of the complex SLA application within ServiceNow that supports more than 10,000 SLA rules with more than 7500 domains
- Accelerated deployment to minimize parallel run and cost of converged tools and to deliver a superior customer experience.
- A state-of-the-art, robust, and scalable security model that supports horizontal and vertical data partitions compliant with InfoSec policies
- Merging four highly customized ITSM instances into a single ServiceNow instance within two years
- Migration of point-to-point integrations to the Oracle Enterprise Service Bus
- Leveraging our proprietary ITSM solution to expedite the ServiceNow platform implementation
 - ITIL v3 bolstered with well-defined, configurable ITSM processes.



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- Elevated customer experience
- Increased availability and reduced downtime
- Improved demand management and governance
- Future-proofed – CMDB auto-discovery, single source of truth
- Better maintenance release - upgrades were quicker and less disruptive



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Summary	The phased tools rationalization and process convergence program helped the client elevate customer experiences. The accelerated engagement defined by best-in-class deployment reduced the cost of service management. Thus, the modern ITSM system aligned with the client’s business goals helped fast-track digital transformation and drive agility.



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.

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