infopulse

Case for **a Global Audit & Consultancy Company**

ServiceNow KPI Reporting for a Global Audit & Consultancy Company_

Global Audit & Consulting Company Improves IT Productivity and Decision-making with a Tailored ServiceNow Solution

Industry: Professional Services   **Location: USA**   **Employees: 100,000+**

Client Background

Our client is one of the world leaders in providing cutting-edge solutions for industrial products. With a presence in over 30 countries, our client supports its customers from a broad range of industries with tailored, customized, and extensive expertise.

Business Challenge

As a global organization, our client has to enable efficient support of an array of business processes that involve 100,000+ employees worldwide, ensuring the seamless functioning of a comprehensive IT infrastructure that includes thousands of applications, servers, and databases. The company utilizes ServiceNow to enable process automation and store the relevant process data, including different kinds of tickets, their statuses, SLAs, etc. To improve the productivity of IT teams, facilitate decision-making, and resolve process gaps and inconsistencies, our customer had to:

○ Enable a more precise and efficient IT process performance tracking.

○ Combine data from ServiceNow and other sources and represent it in a set of convenient dashboards and reports.

○ Find a way to access both historic and real-time data to present it in a business context.

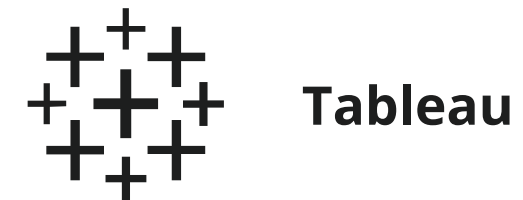# Solution

Upon the customer's request, Infopulse implemented the ServiceNow KPI Reporting solution, which addressed the organization's challenges related to IT process performance tracking. The solution generates dashboards and comprehensive reports according to the custom KPIs and delivers valuable insights to the business units and process owners. The key features of the ServiceNow KPI reporting solution include:

○ Holistic performance monitoring of incident, change, and request management, as well as other key ITSM processes according to the customer's KPIs.

○ An e-mailing service that sends out an in-depth analysis of the selected KPI values to the process owners.

○ Convenient data representation in the form of visually rich dashboards and reports with custom parameters.

○ Ability to access both real-time and historic data that concerns the IT process performance.

○ Option to extract process-related data from ServiceNow, combine it with data from other sources, and build custom reports with Tableau, Qlik Sense, and MS SQL.

Technologies

ServiceNow | **Tableau** | **Qlik Sense** | **Microsoft SQL Server views**

Business Value

After the implementation of the ServiceNow KPI Reporting solution, our client benefited from:

- A secure platform that acts as a single source of truth and significantly facilitates IT process management.

- An advanced reporting system that provides historic/ real-time process insights in the form of offline and online reports.

- End-to-end visibility and effective performance measurement of IT processes across multiple departments.

- Quick detection of possible IT process bottlenecks, gaps, and inconsistencies.

- Ongoing continuous support, with options to customize the solution's capabilities by adding, removing, or updating specific KPIs, dashboards, or processes.

About Infopulse

Infopulse, part of the leading Nordic digital services company Tietoevry, is an international vendor of services in the areas of Software R&D, Application Management, Cloud & IT Operations, and Cybersecurity to SMEs and Fortune 100 companies across the globe. Founded in 1991, the company has a team of over 2,300 professionals and is represented in 7 countries across Europe and the Americas.

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