

Case for **Leading IT Company**

Cloud management solution integration with ServiceNow ITSM tool_

Infopulse helps a client speed up the resolution of technical
issues by 50X

Industry: Software & Hi-Tech

Location: Nordics

Employees: 9,000+



Client Background

One of the largest IT services companies in Europe with up to 9,000 employees.

Business Challenge

In cooperation with Infopulse, our customer developed a proprietary integrated solution for managing cloud environments and services. As a single point of contact, the cloud management platform had to ensure accurate and quick resolution of technical issues, round-the-clock automated monitoring of both operational and security

events. ServiceNow adoption was key to implementing and automating ITSM processes baseline according to ITIL best practices and recommendations. Infopulse experts also had to introduce a self-service portal providing end users with always-on service availability and 24/7 support.

Solution

1. Infopulse integrated ServiceNow ITSM module with a complex cloud management platform for SaaS, IaaS, PaaS and Managed Services.
2. We implemented the following ITSM and business processes:
 - Request Fulfillment Management
 - Incident Management
 - Problem Management
 - Change Management
 - Identity and Access Management.
 - Cloud Sales Management
 - Onboarding Project Management
3. Our experts are also working on the implementation of these ITSM processes:
 - Knowledge Management
 - Event Management.
4. We integrated ServiceNow with other customers' ITSM tools, which automates and optimizes communications and information availability for each ticket.
5. Incorporated Infrastructure as a Code process to automate deployment, infrastructure configuration, provisioning of infrastructure, platforms, and software per the customer's business goals.
6. Established a self-service portal to increase visibility, create an additional communication channel for end users and simplify their access to data needed for self-service reporting and visualization.
7. Knowledge Base development and management to collect, organize, curate, and share data across systems, processes, and people within the organization.



Technologies



ServiceNow



MS Azure



AWS



Google Cloud Platform (GCP)



MS Azure Stack (GCP)



VMware



Citrix



Jenkins



Terraform



Ansible



GitHub

Site24x7 Site 24x7



Aternity



Cisco Meraki



Azure Monitor

VEEAM Veeam



CyberArk



Cloudfyn



MS Intune



Business Value

- Streamlined and automated ITSM processes following ITIL best practices and recommendations.
- Automated deployment of cloud services within the ServiceNow framework.
- 50X faster resolution of technical issues – minutes instead of days.
- Provided 24/7 proactive and reactive support to speed up service request fulfillment.
- Elevated workforce productivity, customer satisfaction and experience.
- Accelerated change management – from days to hours.
- Improved decision-making due to the implemented self-service portal and advanced BI opportunities.



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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