



US FINANCIAL ADVISOR GAINS CONTROL OF IT ASSETS, REDUCES COSTS WITH COGNIZANT AND SERVICENOW

Financial organization reduces costs, simplifies operations and gains visibility needed to manage IT performance and business service delivery more effectively with highly automated IT asset management solution from Cognizant and ServiceNow

The Challenge

The client had more than 15,000 devices in its IT estate, including workstations, servers, virtual machines, routers, printers, etc. It was attempting to track the status and location of these devices, as well as associated licenses and contracts, via spreadsheet.

This was a highly manual and inefficient process, consuming the resources of three FTEs. The difficulty of monitoring license implementations, status, renewals and expirations, often led to duplicated efforts, waste, and unnecessary procurement and licensing expenses.

Further, without clear visibility into IT assets, it was difficult for the client to understand the full topology of its IT landscape and identify risks and issues that could affect business-facing services.

AT A GLANCE

A US financial services company needed to reduce IT operations cost and improve efficiencies to ensure the IT landscape could support business initiatives and deliver rich customer experiences.

The IT organization used highly manual processes to track 15,000 hardware and software assets throughout its highly complex landscape.

Cognizant deployed a comprehensive asset management solution incorporating ServiceNow's configuration management database and asset management database. The solution incorporates auto-discovery and ITAM best practices, giving the client more control over hardware and software assets throughout their lifecycle. The control translates into greater efficiency, enhanced compliance and reduced operating costs.

The Solution

Cognizant deployed an IT asset management solution enabling the client to have a single system of record of all IT assets to maintain current and accurate data about hardware assets as well as licenses and contracts. The real-time data in the ServiceNow configuration management database (CMDB) platform enables the client to more effectively manage hardware and software asset lifecycles.

The Cognizant team implemented the CMDB with ServiceNow Discovery for auto-discovery of all Configuration Items and assets in the client's complex IT landscape.

Integrating the client's Active Directory with ServiceNow enabled Cognizant to provide the client with role-based access to various assets utilizing end-users' existing security credentials, streamlining access while improving security and audit trails.

Cognizant set up Discovery to scan and collect data from various data centres and sub-networks, ensuring all configuration items (CI) and relationships and dependencies within CIs were captured.

The Approach

Cognizant drew on its extensive experience with the ServiceNow platform to provide the client a smooth implementation of the asset management solution and CMDB. Daily teleconferences between the Cognizant and client teams helped ensure all expectations and deliverables were clearly delineated, ensuring smooth progress.

The solution team worked closely with the client's IT organization to fully understand the scope of the IT

Project Highlights

- CMDB as single source of accurate CI data with autodiscovery of new and changed assets
- Saved day-to-day operations effort of three FTEs
- Near real-time tracking of infrastructure assets and changes
- Improved hardware asset inventory accuracy and tracking
- Enhanced license compliance and reconciliation
- Proactive change impact analysis with Business Service Management tool
- Effective reporting enables understanding of true operating costs; supports better decision making affecting business service delivery

landscape as a prerequisite to deploy the ServiceNow auto-discovery tool. The team identified different environments, domains, number of servers, etc. Armed with this knowledge, the team quickly addressed any access issues that arose as the Discovery tool scanned hardware and applications, populating the CMDB with CIs.

The team created software models, software licenses and software counters for managing the software lifecycle. Best practices followed included update sets migration, developing a test strategy, and cloning across instances. Cognizant's team also created workflow scripts to be automatically triggered by CMDB updates and entered contractual and licensing data.

Cognizant communicated with key client stakeholders throughout the process, ensuring they understood the features and functions being gained and training them to use these capabilities to their fullest advantage.

ABOUT COGNIZANT

Cognizant (NASDAQ-100: CTSH) is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 205 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at www.cognizant.com or follow us @Cognizant.



World Headquarters

500 Frank W. Burr Blvd.
Teaneck, NJ 07666 USA
Phone: +1 201 801 0233
Fax: +1 201 801 0243
Toll Free: +1 888 937 3277

European Headquarters

1 Kingdom Street
Paddington Central
London W2 6BD England
Phone: +44 (0) 20 7297 7600
Fax: +44 (0) 20 7121 0102

India Operations Headquarters

#5/535 Old Mahabalipuram Road
Okkiyam Pettai, Thoraipakkam
Chennai, 600 096 India
Phone: +91 (0) 44 4209 6000
Fax: +91 (0) 44 4209 6060