



MAJOR INTERNATIONAL BANK ENABLES GREATER BUSINESS AND IT PRODUCTIVITY WITH COGNIZANT AND SERVICENOW

Global financial services giant gains flexibility to introduce new services faster and equip business users for productivity with Cognizant development, and implementation of custom application in ServiceNow ITSM platform.

The Challenge

With financial services competition increasing, the client's IT operations had to gain speed and flexibility to support accelerated introductions of new products, services and customer and business-facing application features. The client's existing service management tool could not support mobility, interoperability or other digital requirements.

While the cloud-based ServiceNow was selected as a replacement ITSM platform, implementing it involved several complex issues. Because of acquisitions, the client was operating multiple different user systems and interfaces. The implementation would require integration of the platform's capabilities with those and other existing systems. The ServiceNow tool would replace all legacy tools and provide a consolidated service management portal. Various workflows and features in the ServiceNow platform would need extensive customization to meet the client's business and financial industry compliance requirements.

AT A GLANCE

To accelerate new service introductions and improve efficiency while meeting strict compliance requirements, a leading international financial services company turned to Cognizant for a complex customization and implementation of ServiceNow, the private cloud-based ITSM platform. Cognizant's service management and process transformation expertise plus its cost effective delivery model have enabled the client to develop new internal and customer-facing services and features more quickly to meet compliance requirements.

The Solution

Cognizant carried out the customization and implementation of the ServiceNow platform. The modules implemented were Incident Management, Problem Management, Change Management, Knowledge Management, Release Management, Service Request Management, Governance, Risk and Compliance, Service Catalog, Reporting, and Service Level Management. Cognizant also fully managed data migration to the new Helsinki version and integration of the platform with more than 30 different client systems, applications and tools.

The extensive customization and resulting workflow optimization streamlined the client's ability to develop, test and release new applications. The improved workflows better support accelerated application development and streamline IT operations to give the client greater flexibility and speed in introducing business and customer-facing features and services.

The Approach

Cognizant has been a trusted service provider to the client and had deep knowledge of its existing IT and business processes and how workflows would be affected by migrating application functionality, data and integrations to the ServiceNow platform. Drawing on its service management expertise, Cognizant executed the highly complex project from start to finish and continues to fully manage the ServiceNow implementation.

The overall goal was enabling IT to more quickly deliver service and features to support the client's business objectives. Cognizant completed complicated integrations of third-party ticketing and monitoring solutions to ensure efficient processes. Additional integrations included homegrown proprietary front ends, reporting engines, user group tools, web services, email, J2EE applications and databases. The Cognizant team completed a total of 34 integrations. Cognizant also streamlined workflows as it developed integrations.

The project required Cognizant to customize approximately 85% of the ServiceNow implementation, including the ticketing and request management solution, and

Project Highlights

- Extensively customized and integrated ServiceNow implementation
- Cost effective complete offshore delivery model
- Agile methodology enables the bank to roll out features at an accelerated 2X pace of new requirements per month
- Cognizant proprietary automated testing framework reduces manual effort by approximately 25%
- Optimized processes
- Automated code review reduces manual efforts by approximately 20% and ensures quality deliverables

administration of the same. Its solution includes L3 support.

Cognizant developed new applications in ServiceNow for Governance, Risk and Compliance and Asset Management. The automation of the compliance-related inquiry management system reduced client costs by eliminating the need for third party vendor intervention. The custom application was user intuitive and concealed sensitive information.

Cognizant conducted an array of functional, manual and automated testing in ServiceNow, including performance testing under high stress using the Load Runner Tool. The team streamlined testing with the proprietary Cognizant Reusable Automation Framework for Testing.

Through a cost effective offshore delivery model, Cognizant fully manages ServiceNow enhancements, the introduction of new applications and functionality and ongoing integration with other applications and subsystems. Cognizant also has nearly completed migrating the client to Helsinki, the latest ServiceNow version.

Based on the results of the ServiceNow customization and its ability to support faster introduction of service features and new applications, the client and Cognizant are exploring how to extend the ServiceNow platform to

achieve greater end-user productivity and higher levels of service in non-IT areas of the business. The client has shared information about this implementation at ServiceNow's annual conference.

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.



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