

# LEADING PAYMENT SOLUTIONS PROVIDER STREAMLINES IT OPERATIONS FOR GREATER AGILITY WITH COGNIZANT AND SERVICENOW



Internationally known financial service and payments solutions company simplifies and modernizes IT service management with highly customized implementation of ServiceNow platform by Cognizant to gain speed and agility necessary to support innovation in payment products, services and business models.

## The Challenge

The client wished to implement all core ServiceNow modules, with customization and enhancements as needed to serve its specific needs.

Simultaneously, the client wanted to replace existing ticketing tools from a legacy vendor with ServiceNow for core ITSM process and for IT asset management. This meant consolidating and integrating configuration management databases (CMDB) to the ServiceNow platform.

The client also scoped state of the art implementations of complex ITSM process requirements, including workgroup management, reporting and incident management. It also required that the ServiceNow implementation support cloud and DevOps initiatives. All of this was to take place within a multi-vendor environment and under very short timeframes.

\*Customer name is not referenceable

## AT A GLANCE

A leading provider of payment solutions to consumers had to improve its ability to respond to cultural shifts in payment methods and preferences. The client's IT organization had to respond more nimbly to support new products and services as well as contribute to innovation.

Cognizant was tapped to lead the client's implementation of the ServiceNow platform. The implementation involved extensive customization as well as supporting the client's cloud-specific objectives and organizational DevOps.

Cognizant drew on its ServiceNow and financial services expertise to deliver an implementation tailored to the client's needs.

## The Solution

Working under short timelines for both short and long-term projects, Cognizant used Agile methodology to meet the client's deadlines.

A dedicated team worked on process development and customization of the ServiceNow modules—including Incident Management, Problem Management, Change Management, Knowledge Management, ESS, Survey, CMDB, Service Request Management, Service Level Management, Asset Management and autodiscovery of IT assets.

In addition, Cognizant replaced the existing ticketing tools from an outgoing vendor with ServiceNow and redesigned processes.

The Cognizant team also created a service catalogue form to expedite request fulfilment. It conducted user acceptance testing to ensure smooth implementation and operation of the ServiceNow platform. The team continues to maintain and support the ServiceNow modules as well as the extension of the ITSM platform to the client's cloud and DevOps initiatives.

## The Approach

Cognizant worked closely with the client to fully understand its business and IT requirements and objectives for implementing the ServiceNow platform and the necessary customization. Cognizant was selected for the platform implementation because of its expertise with the ServiceNow platform; its resources, including the most highly certified ServiceNow developers of any vendor; its deep financial services industry domain experience; and its proven abilities with DevOps, cloud and ITSM solutions.

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## Project Highlights

- Tailored solutions for the client's ITSM, DevOps and Cloud needs
- Automation of service requests for time and cost savings
- Ongoing development, testing, support and maintenance for ServiceNow
- Coordination of ITSM in a multivendor environment
- Optimization of ServiceNow platform to support faster application development life cycles and greater business responsiveness to changing market conditions

A key challenge was integrating work already under way on the configuration management database into the ServiceNow platform. The client was not satisfied with the original vendor's timeline and thus the Cognizant team drew on its experience to accelerate the completion of the work. A key aspect of this work was automating license management, ensuring the client was not paying for unused licenses.

Throughout the implementation, Cognizant maintained close communications with the client team to ensure expectations and deliverables were met. As each development was complete, the team did a show-and-tell session for the client, who offered feedback for swift incorporation into the end result.

Cognizant also ensured the client was able to utilize the results of a Cognizant-managed ServiceNow platform hackathon designed to spark application ideas from multiple vendors.

### 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](http://www.cognizant.com) or follow us @Cognizant.



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