



## COGNIZANT INCREASES EFFICIENCIES, PRODUCTIVITY AND SAVINGS FROM UTILITY COMPANY'S IMPLEMENTATION OF CLOUD-DELIVERED ITSM

Major utility company enhances existing ServiceNow implementation with Cognizant expertise to enhance user experience, streamline workflows, define customer processes and consolidate client businesses.

### The Challenge

The client, a major multinational utility and energy company, wanted to drive additional value and functionality from its ServiceNow implementation, such as providing end users with a uniform experience when reporting incidents or requesting services. The company also wanted to ensure it was making full use of the capabilities of ServiceNow in “business as usual” operations. These objectives were more challenging because the extensive implementation encompassed heavily customized modules and integration with other business systems. Individual client business units also had different visibility requirements.

### AT A GLANCE

A large multinational utility company was seeking greater value from and support for its extensively customized implementation of the ServiceNow cloud-based IT service management (ITSM) platform. Cognizant's solution has streamlined routine ITSM operations as well as developed features and applications to improve the user experience, shorten ticket resolution times and reduce costs.

## The Solution

Cognizant optimized the client's ServiceNow implementation while also managing all routine operations.

The Cognizant project team built a ServiceNow Content Management portal to provide users with a uniform experience throughout the company; this activity was complemented with overhauling an end-user Service Request portal. Additional projects included restructuring ticket priorities and related metrics and a solution for addressing cascading tickets, which helped shorten ticket resolution time by 35% while reducing manual helpdesk intervention.

The team's continuing application maintenance activities and version upgrades ensure the client receives optimal performance from ServiceNow. Incident counts have dropped by about 60% while Cognizant's onshore/offshore delivery model reduces costs.

## The Approach

To ensure uninterrupted operations for the client while taking over support for ServiceNow, Cognizant conducted extensive requirements gathering, collected documentation and led a granular knowledge transfer session to gain a complete understanding of the client's needs, vision and existing operations.

A high priority enhancement was building a complete Content Management portal and Service Request portal to improve the user experience. The portals provide a uniform interface to all users as well as a standard workflow to streamline the service request process for the business user as well as operations team.

The Cognizant team also addressed an existing issue with cascading tickets, introducing predefined "parent and child" ticket classifications that automatically enabled multiple "child" tickets to be associated with a "parent" ticket. This process significantly reduced the helpdesk manual intervention burden while improving the speed and accuracy of identifying and rectifying the ticket root cause issue.

Cognizant drew on its ITSM expertise to restructure the client's priority matrix, which resulted in reducing the time needed to resolve tickets. When Cognizant began supporting the client's ServiceNow instance, it built a

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## Project Highlights

- Designed and developed a custom user friendly CSM portal.
- Environment booking request integrated with Plutora.
- Smooth upgrade to Geneva.
- Developed a custom application to rate client's internal services.
- Added new channel support for their helpdesk, web chat.

prototype for custom SLA for vendors and business services that enabled better tracking and cascading of tickets and responding to tickets correctly the first time.

The client approved this prototype to replace its existing vendor SLA; Cognizant then implemented it into the production environment.

In addition to the special enhancements, Cognizant supports these core ServiceNow modules: Incident Management; Problem Management; Change Management; Knowledge Management; ESS; Survey; CMDB; Service Request Management; Service Level Management; Reporting; and KPIs.

Custom modules supported include Development/Test requests; Manual Service request; Service Improvements; Service health check; the CSM portal; and Mobile tech asset tracker. In addition, the team supports integrations with LDAP authentication; Workday; HP Case Exchange; IAM role provisioning; Plutora (environment booking); and BES Patrol-Auto Alert Creation.

The implementation has domain-separated instances with complex configuration changes, and Cognizant delivered all projects by handling delegate data and maintaining the appropriate visibility into different domains.

While Cognizant's onshore-offshore delivery model reduces costs, its enhancements and continuing optimization of ServiceNow ensure the client gains full advantage from

Cognizant's ITSM expertise and the extensive capabilities of the cloud-based ITSM platform.

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## 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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