



ServiceNow Support Services for Insurance Major



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A British-American multinational financial services firm selling a range of risk-mitigation products, like Commercial Risk, Investment, Wealth, Health & Reinsurance solution wanted support for development, integration & support services for ServiceNow.

150+
stories monthly integrated

ITC Infotech is a leading global technology services and solutions provider, led by Business and Technology Consulting. ITC Infotech provides business-friendly solutions to help clients succeed and be future-ready, by seamlessly bringing together digital expertise, strong industry specific alliances and deep domain expertise. The company provides technology solutions and services to enterprises across industries through a combination of traditional and newer business models, as a long-term sustainable partner.



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CHALLENGE

- Client had 70,000 employees across 120 locations
- Client selected ServiceNow as a tool of choice
- Required a partner to address ServiceNow development and support requirements
- Looking for a partner who can help perform Instance standardization inline with the best practices

SOLUTION

- ITC Infotech provided development, integration and support services for ServiceNow through a factory-based approach
- Story-point model for rolling out functionalities
- Provisioned service also included:
 - Capturing the business requirements
 - Creating service model for development and support
- Perform instance analysis and standardized all ITSM modules

RESULTS

- Approx. 150 stories integrated on monthly basis
- Phased implementation approach minimized risk and provided efficiency and robustness in governance.
- Leveraged offshore Centre of Excellence teams for providing service improvement and enhancement
- Effort-based costing model to ensure lower TCO