



# Streamlining Platform Health with Back-to-Box Strategy for a Global Consulting Firm



A global consultancy leader faced significant challenges due to heavy customization of its ServiceNow platform—particularly within Incident Management—leading to underutilization and upgrade hurdles. ITC Infotech streamlined and optimized the platform by rationalizing customizations, simplifying processes, and aligning with out-of-the-box best practices.

**35% customization removed**

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.

[www.itcinfotech.com](http://www.itcinfotech.com)



## CLIENT

- A global consultancy leader in 120 countries, specializes in risk management, health, retirement, wealth, and insurance
- Provides clarity and confidence through data analysis and consultancy
- Focuses on responsive, client-centric services with inclusive, diverse teams
- Leverages industry-wide insights for innovation, performance, and growth

## CHALLENGE

- **Primary challenge:** Complexity from extensive customization of ServiceNow platform. For example, the following was the customization level for Incident Management alone:
  - 85 custom Business Rules, 59 custom scripts, 16 custom UI actions, 112 custom fields
- This complexity resulted in underutilization, degraded user experience, upgrade difficulties

## SOLUTION PROVIDED

- ITC Infotech helped revert to a more basic configuration of the ServiceNow platform, known as the "back-to-box" approach
- ITC Infotech conducted a thorough assessment and documentation of the ServiceNow application, capturing customizations and configurations. Stakeholders were engaged to identify essential functionalities and prioritize customizations based on business impact
- Customizations were reviewed, redefined, and rationalized to minimize complexity and optimize performance

## BENEFITS DELIVERED

- 35% customization removed
- Enhanced stability and performance
- Shorter upgrade cycles
- Access to latest features and functionality