



Infogain Increases ROI for a Cloud Data Services Provider by Streamlining & Automating Processes with the ServiceNow Platform

Infogain's solution leads to lower IT infrastructure costs, maturity of IT processes and increased security.

Client Background

Our client is a hybrid multi-cloud infrastructure software provider. Recognized as a global leader in cloud data services they serve enterprises, government agencies and universities worldwide.

Business & Technical Challenges

Our client's legacy IT service request process was outdated and slow. They also had challenges with asset management and change management operations. Other challenges:

- Lacked customer self-service options to provide a better customer experience
- Difficulty in collaborating with partners due to lack of a streamlined process
- Experiencing increased costs due to lack of configuration management database (CMDB) maintenance
- Lacked performance metrics measurement capabilities for insights and reporting
- Increased risk with lack of proper governance, risk and compliance
- Less secure environment due to weakness in cybersecurity
- Unable to meet demand and wanted to scale cloud services
- Lower operational performance due to slow project management processes

Infogain Solution

Infogain developed and supported ServiceNow software activities across multiple client projects with a goal of streamlining the automation of processes and workflows. Our scope of services included multiple integrations, migrations, automation and security. The full scope of solutions included:

- **Application Delivery:** test management, Agile and waterfall development
- **Automation:** Discovery, cloud automation, orchestration and data center automation.
- **Business Management:** Project management suite, Idea, demand management
- **DevOps Support (L2):** Low defect density on dev, high responsiveness (MTTR), timely resolution (OTO) and application availability
- **Monitoring:** Application monitoring, data analytics, infrastructure monitoring, auto incident response
- **Security Operations:** Security incident response
- **Service Management:** Change management, configuration management database, incident management (mobile app supported), knowledge management, major incident management, problem management, service catalog (mobile app supported)
- **Service Portals:** AskHR Portal, CloudOne IaaS, DBaaS, CaaS, Enterprise Service Portal, Learning Center University Portal, Project & Portfolio Management Portal, Sales Compensation Portal
- **Software Asset Management & Audit Management:** License entitlement and compliance, governance, risk & compliance

Business
impact
delivered



Cost



Revenue



Speed-to-Value



Risk



Innovation

Infogain edge

Infogain offers software innovation and digitally transforming expertise to enterprises across the high technology industry.

Key Benefits

The client will receive these key benefits from the solution developed by Infogain:

- **Increased Return-on-Investment (ROI)** of 195% from ServiceNow within 3 years from increased IT productivity and reduced Priority 1 incidents ([Forrester Study](#))
- **Cost and time savings** by consolidating to a single platform on cloud, saving several million dollars in costs, in addition to reduced licensing costs.
- **Speed-to-Value** by having the ability to integrate new products into the platform, providing a competitive advantage.
- **Innovation** with various portals (e.g. PPM) for streamlining project management processes and ESP for self service.
- **Reduced Risk** with cybersecurity and automation test suites

Why Infogain

Infogain brings the following strengths to each high technology engagement:

- 25+ years of product and software innovation
- Reduced costs of up to 50% on development
- Increased productivity with 24/7 support services
- Lower costs with our blended development model
- Customer satisfaction with 90% customer retention rate for more than 5 years

About Infogain

Infogain is a Silicon Valley headquartered company with software platform engineering and deep domain expertise in travel, retail, insurance, and high technology. We accelerate the delivery of digital customer engagement systems using digital technologies such as cloud, microservices, robotic process automation and artificial intelligence to our clients.