

# User Onboarding System for American premium cable and satellite television network

## HBO / US-based Media and Entertainment Conglomerate

The oldest and longest continuously operating pay television service (basic or premium) in the United States, having been in operation since November 8, 1972.

### Challenges

- Legacy tenant mgmt. system used for onboarding / offboarding employees / contractors
- Need for process revamp
- Better End User Experience & Reporting
- Centralized cloud-based tool to track & monitor onboarding / offboarding requests  
Self-service portal

### Solution & Approach

- Approach to solution : LTI proposed a detailed workshop including Brainstorming sessions and JAD (Joint Application Development) to solve all the business cases along with stakeholders , prioritize it and scrap off unwanted requirements. This significantly reduced iterative calls and discussion time and helped optimize overall solution better.
- Approach to User Experience : LTI involved Design Thinking practice to have sessions with stakeholders to develop User Portal interface , behaviors of components for a rich end user experience.
- Integrations : HBO has a very connected enterprise system. We used rigorous working sessions with all the business owners as well as application owners and technical leads to design a HR system which is constantly in sync. Below is a snap of all systems included
  - Authentication : LDAP
  - Onboarding System : Workday
  - Middleware : Informatica
  - Location mgmt. database : Archibus

### Key Benefits Delivered

- Intuitive and user-friendly UI
- Real-time integration with external systems viz. Workday, Archibus, and Informatica. Earlier these were over-night batch jobs
- Retirement of legacy tool & implementation of HR process in latest cloud-based tool

## Modules Implemented

*HR Management | HR Service Portal*

# ServiceNow discovery and service mapping for Nordics-based financial institution

## NETS / Nordics-based Payment Service Provider

With 50+ years of service, the client provides payment services to over 300,000 merchants throughout the Nordic region – from large corporations to smaller enterprises and micro-merchants.

### Challenges

- Migrating old legacy network design to Cisco ACI for a newly established datacenter that will replace one of the existing datacenters.
- No service overview and CMDB to support the transition team of 150 business services.
- CMDB Accuracy

### Solution & Approach

- Integrations with vCenter, AlgoSec (firewall management), ACI, SNOW and Azure
- Removed customizations and made improvements in IM, PM, SLM, KM, and Service Catalog Modules
- Extensive integration of 25 legacy systems which were not holding accurate, updated data
- Customized 100 patterns for 150 Business Services
- Workshops using “Business 1st” methodology to map infrastructure to applications and business services
- Re-implementation of ITSM processes as per Client requirements to support new CMDB & business service maps

### Key Benefits Delivered

- 25% reduction in DC Migration time by creating business service oriented move groups
- Accurate costing of each business service for replication in new regions/geographies
- Easy cost computation for new business expansions

## Modules Implemented

*ITSM, ITOM: Service Mapping, ITAM: CMDB / Asset*

# ITSM process implementation for US-based manufacturing company

## Accudyne Industries / Large US-based Industrial MFG major

The client is a US-based group of companies, comprised of widely known specialty product brands that serve global customers who use safely handle fluids in upstream and midstream oil and gas production; hydrocarbon processing including refining and petrochemical production; chemical processing; power generation and manufacturing.

### Challenges

- Shorter time cycle to replace incumbent service provider ensuring smooth service transition
- As no Asset Management and CMDB Discovery were available, it lead to longer procurement lifecycles

### Solution & Approach

- End-to-end ServiceNow implementation and operational support using Global Delivery Model
- Onboarding client on LTI ServiceNow MSP Platform
- Review of license consumption and integrations with SharePoint and Nintex
- Implemented optimized integrations after reviewing license consumptions

### Key Benefits Delivered

- Reduction in number of licenses by 20% using integration with SharePoint
- Process implementation in ServiceNow in lean period of 2.5 Months
- Hybrid process governance helped reduction in TCO by 25%

### Modules Implemented

*Global Service Catalog, IM, PM, CM, RM, Service Request Fulfilment, CMDB Discovery*