



CUSTOMER

Client is Pharmaceutical company with employed over 50k + and customer base covers major US region

CASE **STUDY**

CHALLENGE

Understanding organisation and its client requirement, manufacturing of drugs has its IT services were on local ITSM system BMC based on Remedy(which is one of the primitive tools). Which is hindering planning, coordinating segment issues and managing these two issues related to IT services were not at optimum level causing major issues in IT service deliveries. Hence, the client initiated to migrate to ServiceNow and Clifyx having had experienced certified specialists in implementation to redefine and configure the existing system on ServiceNow Implementation platform.

Initial primary prerequisites were collated and placed a system substantiating with the client business workflow in order to launch ITIL service transition to service operation and met the IT services contingency workflow to meet consistency inline with other departments.



SOLUTIONS

Introducing the in depth understanding of ITIL practices, Clifyx ITSM Specialists delivered a solution based approach that supported the following segments

- Incident Management
- Request Fulfillment
- Change Management
- Configuration Management



Initial process flow was configured by Clifyx Specialists in redefining the workflow module to translate clients existing process into ServiceNow understandable concept, as well as workflow functionality by using process and workflow activities. This segment of dilution of process regarding the change, incident management and request fulfillment were automated by clubbing to employees all in one manageable portal. With change management, defined the complete life cycle of a change from its initial stage till closing approvals, our specialists also implemented additional features to make the software smoothly complement the client's business and its processes.

The Change Management process

Clifyx ITSM specialists made a procedure of change evaluation so as to make it more fitting and familiar for the Client. The feature for Risk and Impact Assessment provides user queries to capture information about possible risks caused by changes. Normally, users are redirected from a change resolving segment to complete a risk assessment form, yet this may lead to data losses or changes. To gain more control over the data entered in risk assessment forms, our team implemented a pop-up window for questionnaires and removed redirection.

To reinforce tracking of configuration items (CI) that can be affected by a particular change, Clifyx ITSM developers extended the solution's standard functionality for observing impacted items in the IT infrastructure. As a result, trackable CI classes include not only business services, but also servers, applications and DB instances.

The Knowledge Management process

Clifyx team enlightened life into knowledge management versioning to put Knowledge Management processes in line with the Client's routines. This feature enables editing of a published article even by reactivating any of its previous versions displayed in the history. The reactivated version is shown in the history as a new one, marked with "version as of Date X". This way, the end Customer doesn't have to unpublish an article, search for its previous versions in the retired article directory and then publish a new one with the needed changes incorporated; instead, it now takes only one click.

The Email Notifications module

As a multinational company, the Client wanted their ITSM system to serve employees speaking 7 languages. The company decided to use English as the main language of the software. Yet, 70 notifications were to be translated to make tracking of incidents and requests more convenient for users lacking in English proficiency. Generally, this would mean creating 70 notifications popping up in the same circumstances but for the "user language" parameter. Instead, Clifyx came up with 10 notifications with a dynamic script and 70 notification templates.

RESULTS

Client were upskilled and upgraded to customisable ITSM solution delivering the process for

**Incident Management • Request fulfillment • Change Management
Knowledge Management • Configuration Management**

This specific Clifyx through ServiceNow implementation project moved the client's to a unified and comprehensive standardised IT service management coordinating with all the departments across US region.

The prime benefits for the clients were -

- Smooth closure of IT service disruptions
- Control over impact of change in IT environment
- Automation of ITSM with existing clients workflow.

TECHNOLOGY AND TOOL

ITIL for ServiceNow