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Solutions
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"Case Study - ServiceNow Implementation

Saddled with an antiquated and highly customized BMC Remedy system, a major health insurance organization was unable to improve user experience or operations agility. **Major issues included:**

END USERS

- Poor customer experience
- All requests handled as incidents
- Unable to qualify, set priority of needs
- No request auto-routing
- Incidents not tied to infrastructure
- No Self-Service

IT SERVICE PROVIDER

- Unable to measure, prioritize work
- Manual processes across unintegrated tools
- CMDB, change unlinked to incidents
- Unable to automate recurring requests
- Highly customized, challenging upgrades

CLIENT MANAGEMENT

- Lack of insight into work volume, infrastructure readiness, trends
- Unable to audit processes
- High costs with no benefit
- Unable to prioritize investments based on ROI

Ventech was contracted to implement ServiceNow initially to improve ServiceDesk support to a nationwide customer base of over 80,000 credentialed end users and nearly 800,000 healthcare providers. After successful implementation of the ServiceNow Customer Service Management module for the Service Desk, Ventech recommended expanding the initial vision to an enterprise wide ServiceNow implementation. In partnership with the insurer, Ventech developed a 24-month ServiceNow Roadmap, aligning prioritized business outcomes with nine implementation phases of ServiceNow modules and progressive enhancements

SCALE. The Enterprise ServiceNow implementation affects all stakeholders, including:

- 165 service desk facility agents
- Nearly 400 contract IT professionals across three major locations
- Over 100 clients as requestor or approver personnel
- Over 80,000 credentialed end users representing up to 800,000 healthcare providers

COMPLEXITY. Unlike typical ServiceNow implementations, because Phase 1 and 2 had to address the replacement of the Remedy tool, the scope included:

- Implementation of nine modules and 20 custom forms simultaneously
- Creation of 5,022 accounts using AD synchronization scripts
- Migration of 1,422 in-flight open Remedy tickets in a single day
- Archival of 305 GB of Remedy data to a user accessible Postgres data base

RESULTS. Phase 1 and 2 of the Enterprise ServiceNow Implementation project completed on time with a smooth system launch. During go-live week, only seven issues were found to warrant action, none of which affected system availability; each was resolved on the day found.

Ventech Solutions is a healthcare solutions provider who has expertise in end-to-end information technology life cycles and data solutions. Across its offices, teams combine passion, experience and technical expertise with superior process and delivery knowledge to provide high-quality IT products and services that align with our key strength areas. Ventech Solutions proudly provides mission-critical initiatives for the U.S. government. For more information, visit www.ventechsolutions.com.