

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 	IT SERVICE PROVIDER 	CLIENT MANAGEMENT 
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Unable to measure, prioritize work • Manual processes across unintegrated tools • CMDB, change unlinked to incidents • Unable to automate recurring requests • Highly customized, challenging upgrades 	<ul style="list-style-type: none"> • 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.

About Ventech Solutions

Ventech Solutions is a technology and healthcare solutions provider that leverages emerging technologies to deliver a wide range of enterprise services including cloud modernization, infrastructure, data, security and service integration support. Ventech Solutions leads and manages some of the most critical technology transformation initiatives for the public sector that empower government agencies to achieve their mission. For more information, visit www.ventechsolutions.com.