

Enhanced Service Performance and Utilization with ServiceNow ITSM

ResultsPositive ServiceNow ITSM Implementation Services

Case Study



SOLUTIONS

ServiceNow ITSM

INDUSTRY

IT Infrastructure

ResultsPositive Customer Case Study:

Vertiv utilizes ResultsPositive's expertise in ServiceNow solutions to globally roll out ITSM and ITAM practices for greatly enhanced service performance and asset utilization.

Business Objectives

- Create and support global ITSM and ITAM practices.
- Establish defined IT Services and service catalogs.
- Improve visibility and utilization of existing IT assets.
- Adoption new ITSM and ITAM practices through usage of ServiceNow solutions.

Approach

In order to assess the best course of action, ResultsPositive led multiple solution discovery & design sessions required to implement ITSM and ITAM practices. ResultsPositive then configured and implemented the approved solution and process designs. Following the initial ITSM and ITAM global roll-out the ServiceNow platform was upgraded to the latest version to maximize efficiencies and customer experience.

Results

- Global rollout of ITSM and ITAM practices.
- Configuration and deployment of ITSM and ITAM solutions.
- Enhanced service performance and asset utilization.

Background

Vertiv designs, builds, and services critical infrastructure that enables vital applications for data centers, communication networks, and commercial and industrial facilities.

In their continual pursuit of excellence, Vertiv reached out to ResultsPositive to assess and assist in their implementation of ServiceNow ITSM and ITAM solutions. ResultsPositive was able to rapidly deliver on this initiative.

Solution

ResultsPositive began with a quick as-is assessment of their working ITSM and ITAM practices and then provided a multi-phased ServiceNow roadmap complete with a "business-to-technical" bridge to better adapt ServiceNow technology solutions to their business processes and requirements.

ResultsPositive was able to implement business process and technical solution design across Vertiv service catalogs, request management, incident management, and basic service level management practices. Vertiv's IT transformation continues today with deployments for their enhanced CMDB, asset management, and change management systems alongside ResultsPositive ITSM solution experts.