

# SMARTER SERVICE MANAGEMENT

Real-time communication, collaboration and resource sharing across every aspect of the enterprise.

## TOP TIER INVESTMENT BANK

Managing and leading the ITSM workstream as part of a wider transformational programme at a top tier investment bank, as it seeks to meet the key objectives to separate as a business from a larger group. KA2 are driving the implementation of the ServiceNow platform to support the key ITIL based processes, using ServiceNow best practice and 'out the box' capability, challenging inherited behaviours to drive change to improve services and processes with smarter service management, automation and orchestration limiting technical debt and providing evergreen solutions. We are defining the road map to meet key programme milestones, building a project team and BAU function to ensure both the ServiceNow platform and ITSM function are lean, efficient and cost effective as the bank becomes a new regulated 'standalone' investment bank.

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