



SMARTER CHANGE DELIVERED

CASE STUDY

Leading Retail Bank partners with KA2 to maximise their investment in the ServiceNow Platform.



OVERVIEW

Our relationship with this client began in 2021 when they selected KA2 as their new ServiceNow Partner for future platform adoption. After an internal review, they discovered that the platform did not support their current business requirements and future ambitions.

It also highlighted that they were not achieving commercial value from their existing licencing or benefiting from the full range of available functionality.

THE CHALLENGE

The main problem was that the platform did not manage the organisation's key processes. For instance, the Change Management process sat outside the platform with limited integration, and much of the core ServiceNow functionality was either not enabled or not fully leveraged. In addition, with limited Discovery capability and the underlying data incorrectly structured, the data was not centralised, consistently captured, or trusted by those using the platform.

In addition, previous configurations had limited much of the platform's capability, and adopting new functionality associated with their licence entitlement was problematic.

KA2's key objectives were to maximise the value from the Bank's investment by focussing on Configuration Management, Discovery, integration of processes and knowledge transfer to the client's technical and service management teams and the end-users.



The combined KA2 teams' knowledge and expertise delivered a range of value adds in addition to meeting the defined project outcomes. I really enjoyed working with them to achieve the Bank's business objectives and look forward to collaborating with them on our ongoing ServiceNow journey.

Head of IT Service Management
Retail Bank

THE SOLUTION

Working in close partnership with the newly appointed ServiceNow platform owner, the KA2 Engagement Director, Solution Consultants, and Business Analyst, all highly experienced in configuration management and ServiceNow re-implementation projects, were able to identify several key areas for improvement.

These improvements focused on the data model and CMDB, incident management including major incident processes, and integrating change management with the in-house processes managed in Jira.

In addition, KA2 built a plan to deliver structure around a number of other processes and capabilities, such as knowledge management, service portal and problem management. We also implemented a virtual agent as a proof of concept for the client to evaluate its potential for adoption in the broader organisation.

servicenow CSAT Rating





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THE DELIVERY

After a full review of our client's overall business and operational functions, KA2 determined their current challenges and vision of the future operating model. By running workshops and building development stories, we captured the desired project outcomes and used them as guardrails throughout the project lifecycle to govern delivery objectives. We demonstrated how the platform could support and enhance the client's business functions and provided a roadmap of future capability and improvement opportunities.

With the principle of using OOTB functionality and by challenging stakeholders, we ensured no complex configurations or customisations were required to meet their requirements.

Adopting an agile release when ready development model KA2 delivered accelerated value throughout the project. We gained constant feedback through regular stakeholder playbacks and enabled KA2 to enhance the deliverables on an iterative basis.

Additionally, KA2 resolved several issues with the client's ServiceNow discovery function, enabling the CMDB to be populated correctly for the first time.

And using the KA2 Smarter Framework to provide strong project governance, we delivered the project on budget and on time.

THE BENEFITS

Our client has a fit-for-purpose ServiceNow platform that will allow them to continue their journey to improve internal processes and ultimately support an enhanced customer and end-user experience.

An important outcome is that the CMDB is now being updated automatically by the ServiceNow Discovery tool ensuring that the data is trusted and centralised. It also supports the integrated processes, radically improving service availability for end-users and customers.

Critically the client has seen a dramatic improvement in the return on investment from the ServiceNow platform and full utilisation of the licenced functionality.

They can now focus on further initiatives and enhancements, such as automation and the user experience, confident that the platform can readily support their journey.



"A key driver was to maximise the utilisation of existing purchased licences and enable wider platform capability. I was really pleased that the KA2 team was able to exceed the customer's expectation"

KA2 Head of Enterprise Service Management

OUTCOME HIGHLIGHTS



Maximised value from licence investment



Delivered a healthy OOTB ServiceNow platform



Re-baselined the ServiceNow platform to meet future business requirements



Created an accurate CMDB and supporting data model