

TELECOM SERVICE MANAGEMENT

Clearing a path for IT automation success with AIOps & ServiceNow.





The situation.

A satellite telecommunications company engaged Windward to assess their internal IT processes and systems. Their goal was to introduce automation into their existing IT processes.

Windward performed an analysis of their current systems, benchmarking them for readiness to successfully implement automation and determining a roadmap to AIOps adoption leveraging ServiceNow and their entire IT ecosystem.

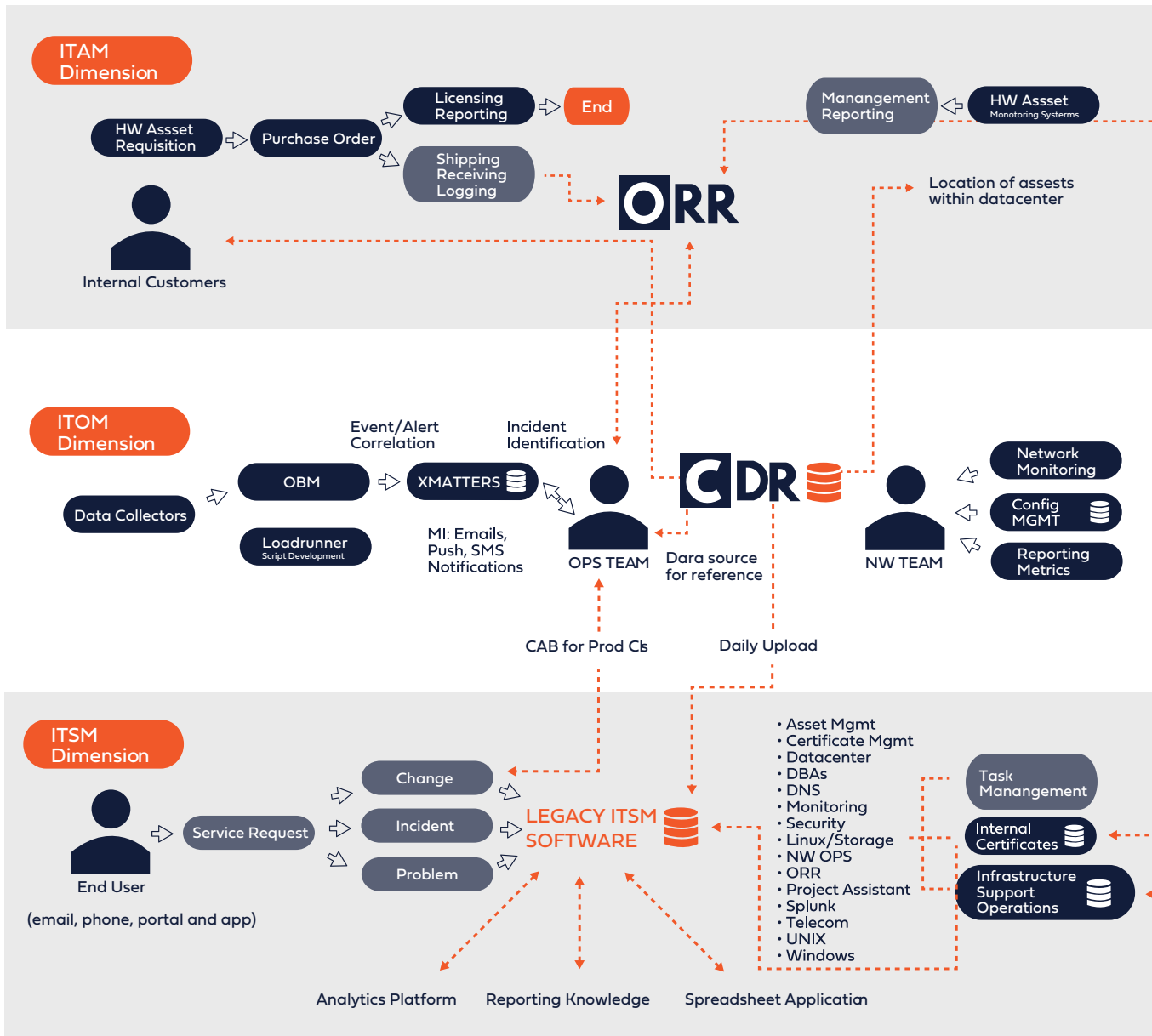
Challenges.

- Using a stitched-together IT environment
- Lacking a modern architecture
- Primarily using a legacy ITSM software
- 50 platform requirements, 44 CMDB requirements, and 39 ITSM requirements

“Best of breed vs. Multi-breed” approach to ITSM environment.

The map of their current ecosystem revealed a convoluted environment split into three dimensions. Windward walked them through their current system and identified the most pressing issues and inefficiencies:

- **Automations:** These processes were limited and some were not communicating, which presented opportunities for optimization
- **Manual Processes:** These processes presented opportunities for automation and expansion
- **Tool Sprawl and Non-compliance:** The environment housed 1000+ assets, but about 500 were not certified, meaning that they did not have visibility into their tools and were out of compliance.



The solution.

Deliverables: 3 Main Parts to the Assessment.



Roadmap to AI Implementation.

Phase 1: Analysis

- We asked for a deeper dive into challenges to build a stronger business case for the solution.
- Employee survey information led to deeper insights and uncovering bigger issues from people in the trenches. It was very eye opening for the client.
- Based on our assessment, we mapped a blueprint of their current scenario to put their needs and goals into perspective.

Phase 2: Solution Recommendations

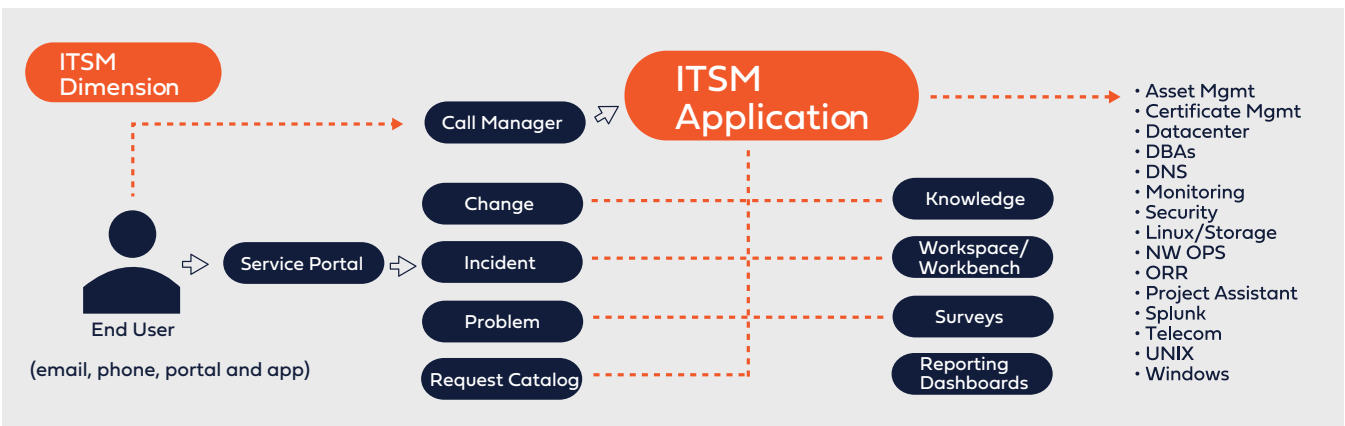
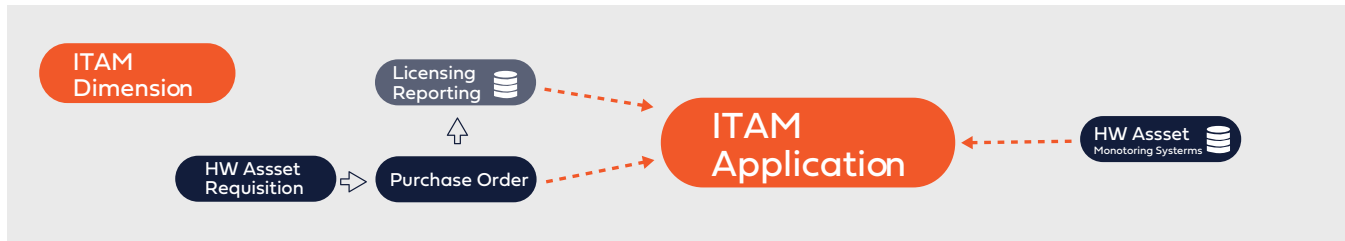
- They initially thought their IT environment, a “homebrewed” CMDB, was very mature. While their processes were working, they generated inconsistent, uncertified data.
- The map of their current systems were needlessly complex and manual - the client themselves referred to the map as “spaghetti.”
- While they wanted to implement AI into their processes, their current system was not ready to support these future goals.
- When we compared their current system to the “after” blueprint - along with a detailed roadmap of how to get there - we were able to reverse-engineer the vision they had to align with a modernized infrastructure.

Phase 3: Roadmap

We created a “Success Map” which highlighted specific gains from an executive perspective. This helped build a strong business case for the transformational changes our assessment recommended.

“ The best thing we can show a client is their own data. Seeing themselves in the mirror clearly, so they understand what needs to be done and why.

— **Fernando Castro**, ITSM Consultant



Benefits and outcomes.

ServiceNow Telecom Products Business Value.

1. Manual flow of data doesn't exist anymore; it's all automated.
2. There are no longer "heros" or team dependencies to make the technical architecture exist.
3. Resources can now focus on creating innovative digital experiences.
4. Several sources of data still exist, they are all now integrated in a single platform.
5. Most of the current event/alerting systems already have IntegrationHub readiness.
6. Configuration Management is separated from Asset Management.

Windward's Roadmap to AIOps and ServiceNow Success.

Optimization: Eliminated 10 tools due to duplication

Cost-savings: Showed the value of self-service

Business Case: Helped the client answer the question "How do we evolve from technology services to business services?"

Clarify Project Needs: Helped the client understand that the route to successful automation begins with clean data

Tiered Adoption Process: Gave them a measured approach for AI readiness and adoption

Guidance: Guided the client with a clear map for their AIOps Journey.

Better Building Blocks | From Legacy ITSM Software to the NOW platform

“It's like building a house with concrete blocks that I have to pour versus building with Legos that are already built; I just need to connect them. It's not just about the efficiency (I saved an hour building a dashboard) but about the whole experience, the delight factor.

— Telecom Client