

USE CASE

MEET GREG

SVP, Information Technology

Wants to **implement AI & automation** into their processes, but current **manual system and CMDB** is not ready to support these goals.

Needs to visualize a **clean, reliable data stream** and a more **efficient, streamlined system** to reverse-engineer a solution that **meets their overall business goals**.



USE CASE

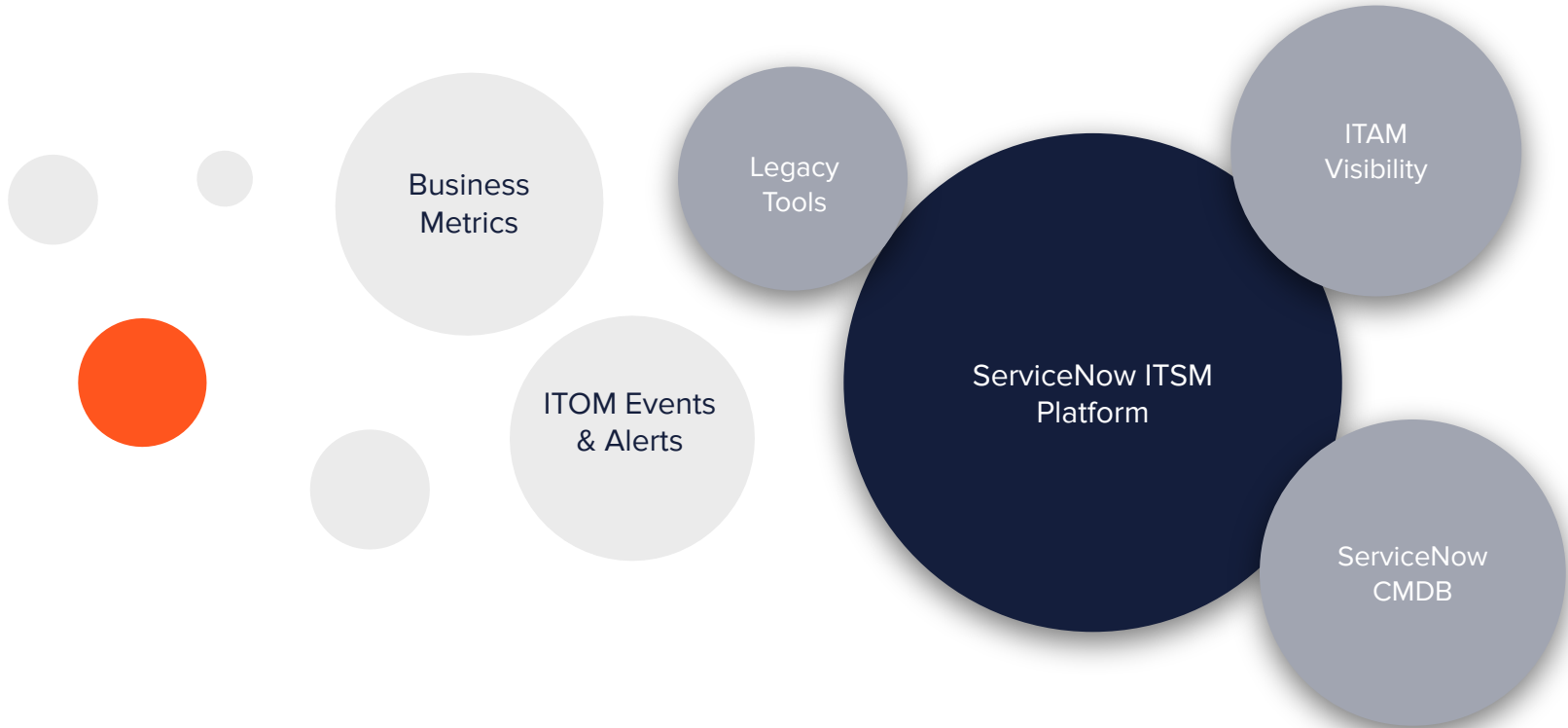
HOW WE HELPED GREG WIN.

12-14 week process:



USE CASE

SOLUTION SCOPE



OUTCOME

Clearing a path for IT automation success with ServiceNow AIOps.

Drive efficiency to make the business case for evolving from *technology services* to *business services*.

Find Flow in your automation and IT roadmap efforts.

- Analysis of their entire system identified opportunities for automation, manual processes, and tool sprawl/noncompliance.
- Benchmarked the IT ecosystem for automation & AIOps implementation readiness leveraging ServiceNow.
- Eliminated 10 redundant tools, creating immediate cost savings.
- Identified 500+ assets that were out of compliance, outlining a path to full visibility.

