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Syngenta on ServiceNow Cloud Management: A successful Integration Story

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Agenda

- Syngenta Cloud Services Journey
- ServiceNow Cloud Orchestration – As a Solution
- How it helped us ?

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Speaker Introduction



NAME: Yogesh Sabale

TITLE: ServiceNow Operations Lead – SMP, CoE

FUNCTION: Delivery Excellence - Service Management Platform

COMPANY: Syngenta Crop Protection AG

EXPERIENCE: 12 years in Information Services / 2 years in ServiceNow

EXPERTISE: IT Service Management, ServiceNow DevOps, Reporting & Analytics, Mobile Apps

ACHIEVEMENTS: Successfully implemented IT Operation Management, Orchestration, Human Resource and Finance modules in ServiceNow supported by a strong DevOps model

CURRENT PROJECTS: Implementation of Cloud Orchestration Phase 2 alongside implementation of Performance Analytics (PA) and Project & Portfolio Management (PPM) within ServiceNow

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My Company



NAME: Syngenta Crop Protection AG

INDUSTRY: Agrobusiness

MARKET FOCUS: My company produces Agrochemicals and Seeds

COMPANY'S PRIMARY PRODUCTS/SOLUTIONS: Our products are herbicides, insecticides, fungicides, seed treatment, seeds and traits. We also provide agronomic advice and expertise, and our solutions include adjacent technologies such as financial services and information systems. Our key crops : Cereals, Corn, Diverse field crops, Rice, Soybean, Specialty crops, Sugar cane, Vegetables, Lawn and Garden

COMPANY-WIDE INITIATIVES: Our ambition is to drive a step change in sustainable agriculture. Farmers must increase productivity without using more resources. Our purpose and how we create value for our stakeholders

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Session Overview



Objectives

- To manage and automate Cloud Management Services using ServiceNow – our single tool for ITOM



What You Will Learn

- Why we chose ServiceNow for Orchestration?
- About our Cloud Management solution
- Key Lessons learnt around ServiceNow Orchestration
- How you can use the approach in your orchestration implementation

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Challenges

- Non-standard service request
- Complex workflows
- Multiple teams involved
- Higher cost and time
- Less / no control on end-to-end activity
- Bigger time intervals for fulfillment
- Multiple tools used with no integrations
- Separate service levels for each team
- Higher risk of non-compliance
- Lower Customer satisfaction

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Goals

- Single orchestration tool for all cloud subscriptions
- Simple workflows
- Single request with tasks for teams
- Low cost of operation
- Higher level of control and compliance

- Quick turnaround time
- Single tool integrated with supplier tools
- Single service level tracking for all
- Know what you pay for
- High level of customer satisfaction

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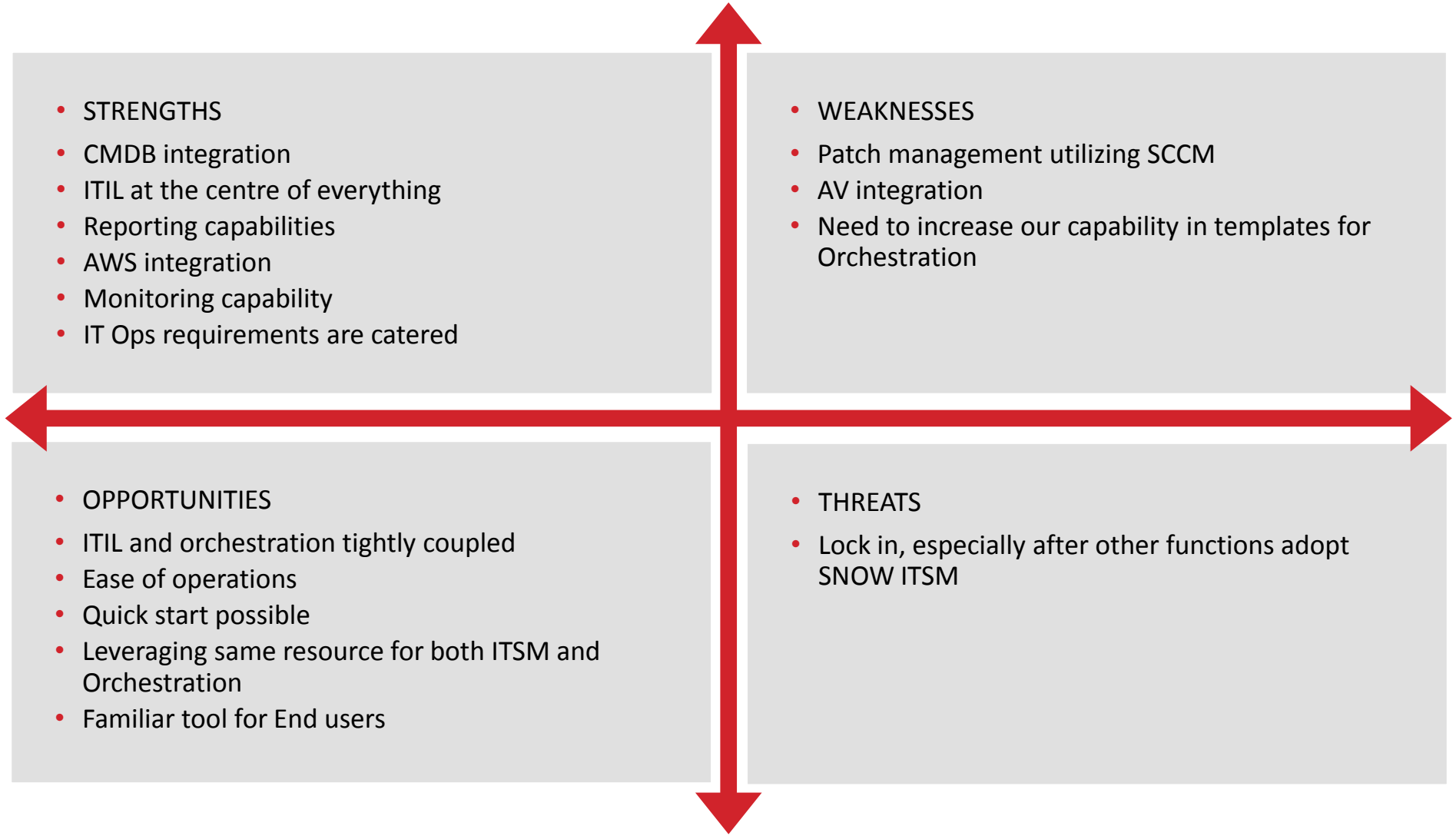
Mode of Operation

Previous Mode of Operation	Current mode of Operation

• Manual
  • Via respective cloud service provider portal (MS Azure / AWS)
  • Via utility datacenter provider tool
	• Automated
	  • Via ServiceNow Orchestration

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Solution – Strategy – Why ServiceNow



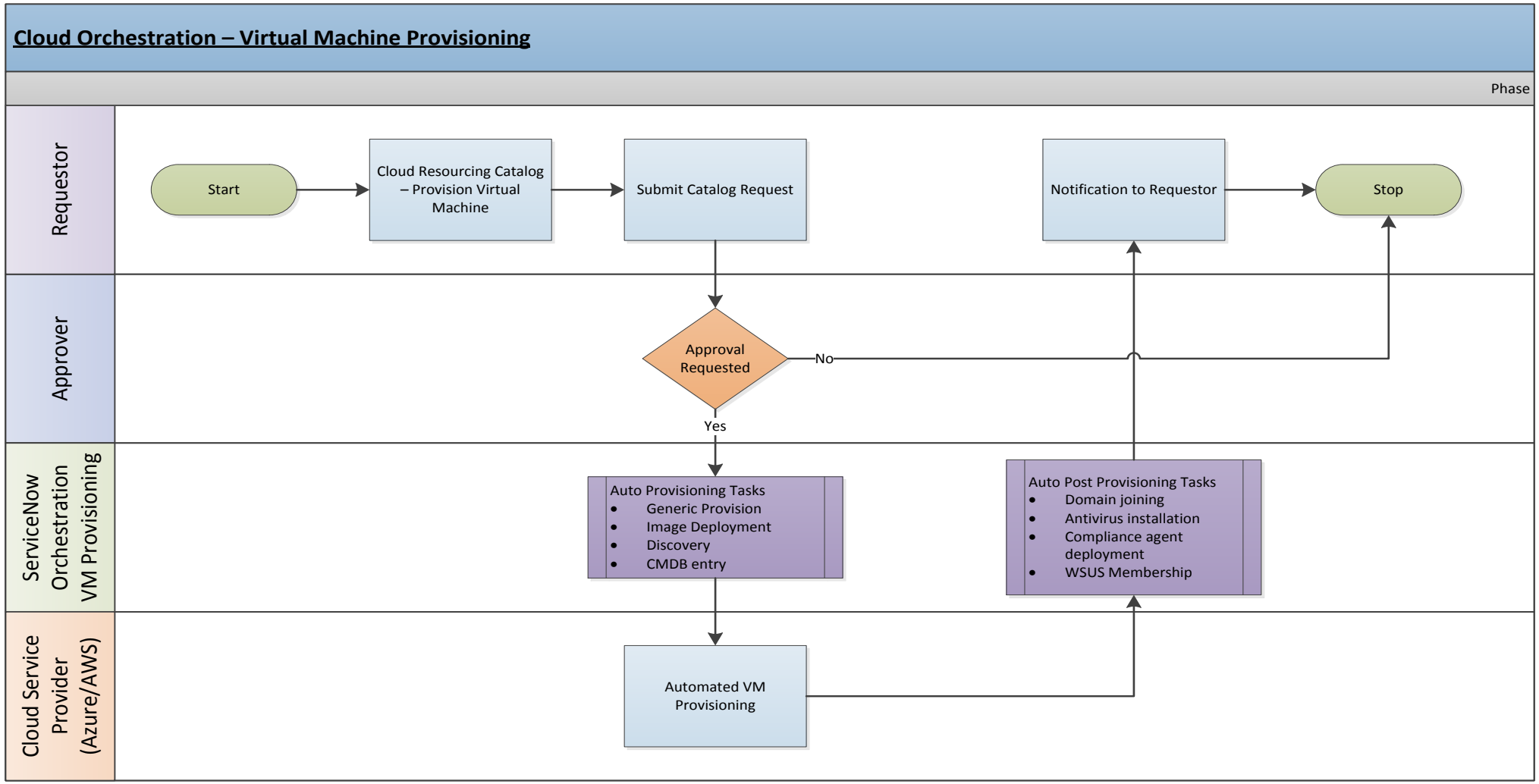
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Benefits

- Simplify, Automate and Optimize service deployment
- Integration of cloud capabilities across heterogeneous environments and infrastructures
- Self-service portal for selection of cloud services, including storage and networking, from a predefined menu of offerings
- Reduced manual intervention to administrate servers
- Integrated workflows and approval chains across different functions to improve collaboration and reduce delays

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Solution at a Glance



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Solution – Approach

- Orchestration Journey began with FUJI over-to Geneva and currently on HELSINKI
- Amazon EC2 integration available out of the box on ServiceNow
- Microsoft Azure integration available out of the box on ServiceNow
- Create custom generic catalog for Virtual Machine provisioning in Azure
- Utilize OOB generic catalog for Virtual Machine provisioning in Amazon EC2
- Create service catalog (30 items) for additional cloud management services under orchestration
- Create catalog for Non-standard service requests on cloud under orchstration

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Solution – Technical Challenges

- Business requirement to work on Microsoft Azure integration on priority
- Microsoft Azure integration dependent on approved image based approach
- Single catalog for choosing with choice of image not available out of the box
- NIC card need to be pre-provisioned before requesting a virtual machine in Microsoft Azure
- Discovery job is very performance intensive requiring 45-50 mins for completing discovery in Microsoft Azure
- Discovery in Microsoft Azure re-discover already discovered CIs every time new discovery job is run

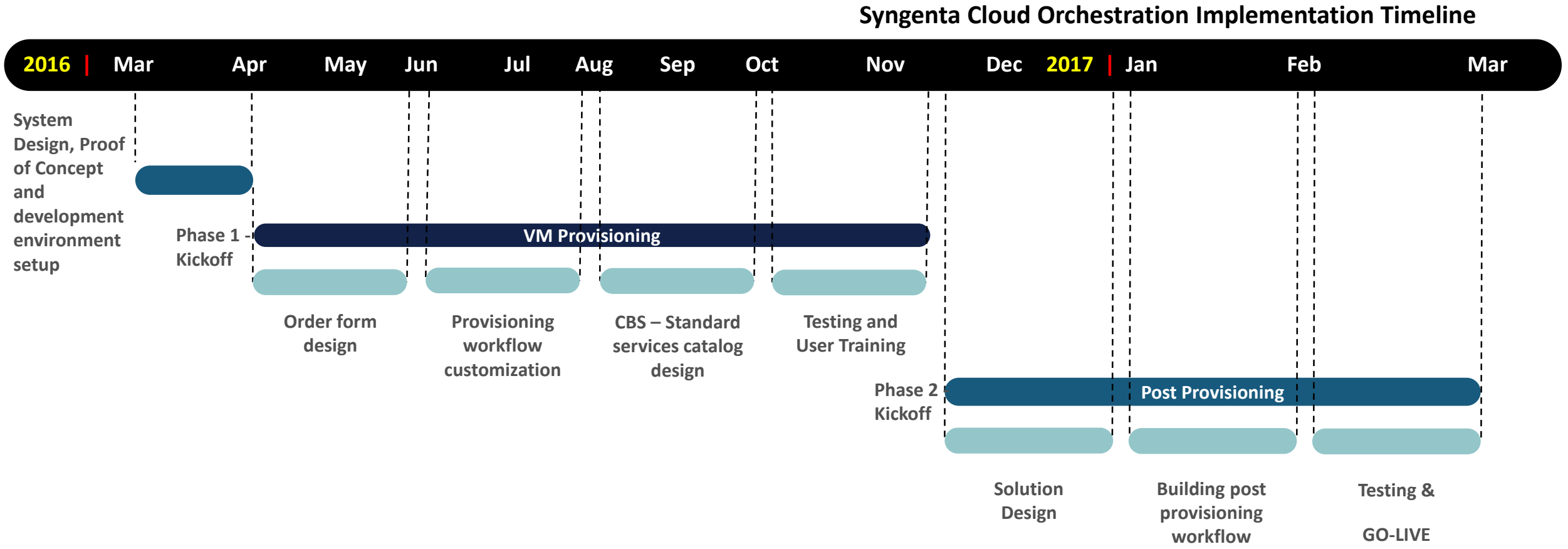
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Solution

- Image based approach dependency avoided by creation of generic catalog item for Azure
- Generic catalog for AWS available out of the box in ServiceNow
- Generic catalog allows user to choose a image from a choice list
- Custom activity created to provision NIC card on-the-go before virtual machine provisioning and automatically associating the NIC to the virtual machine
- Dedicated post provisioning work flow created ensuring VM hardening and ensuring compliance before handover to requestor
- Ensure minimum human intervention with fully automated workflow for provisioning and post provisioning post approval

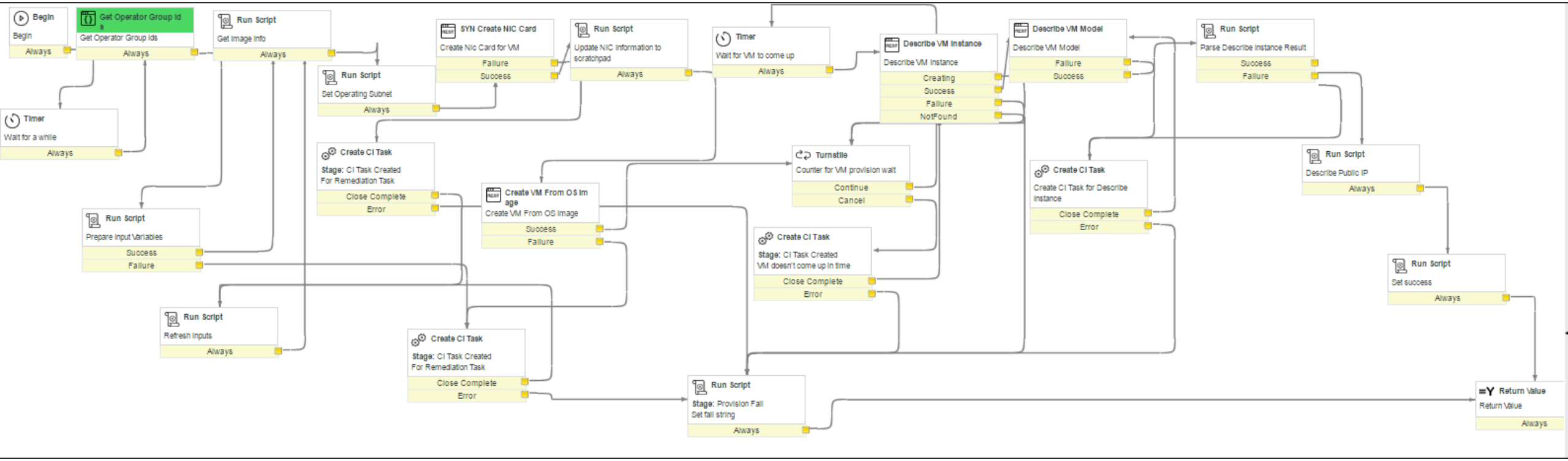
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Solution – Timeline



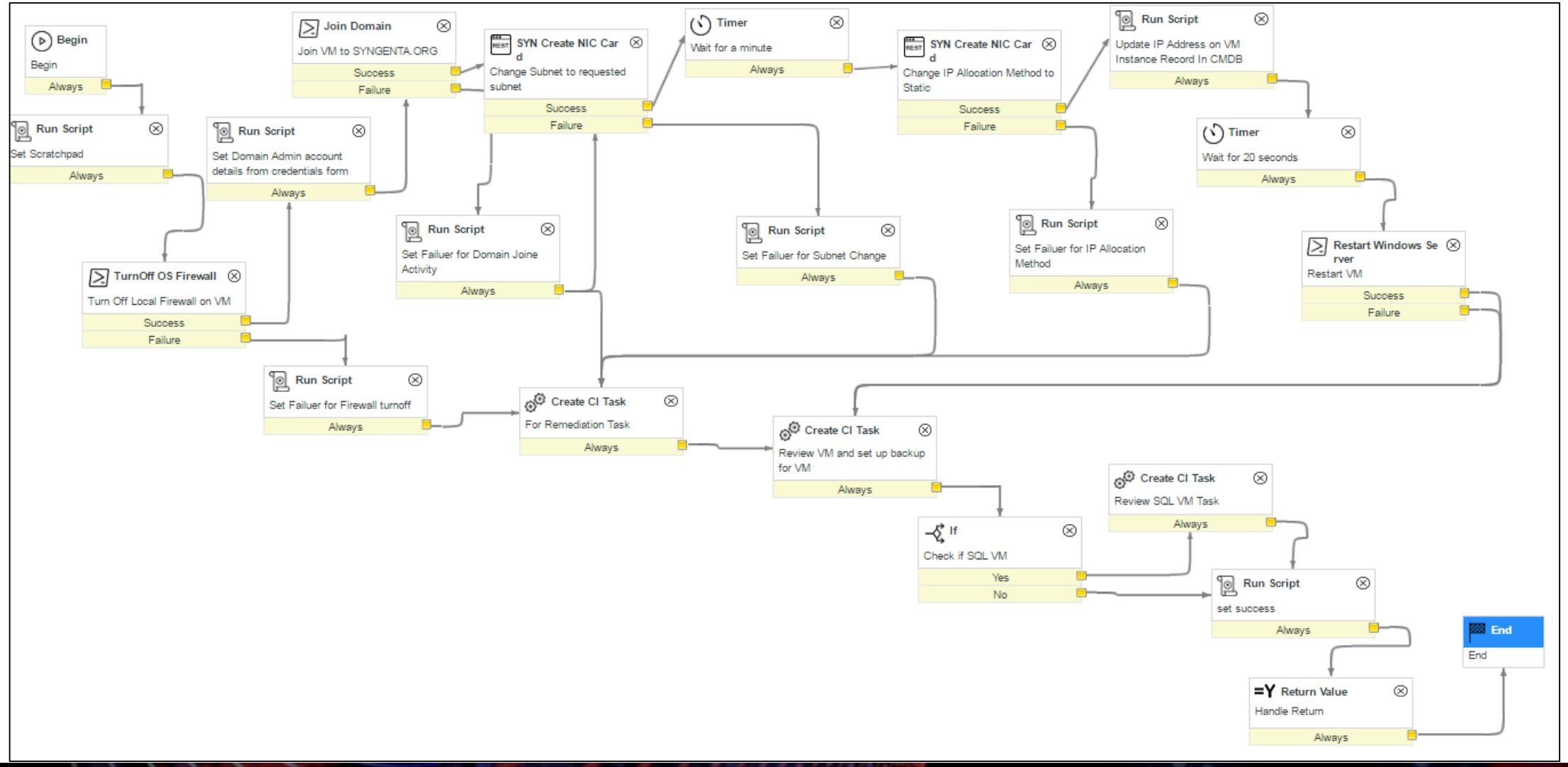
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Syngenta Custom VM Provisioning Workflow



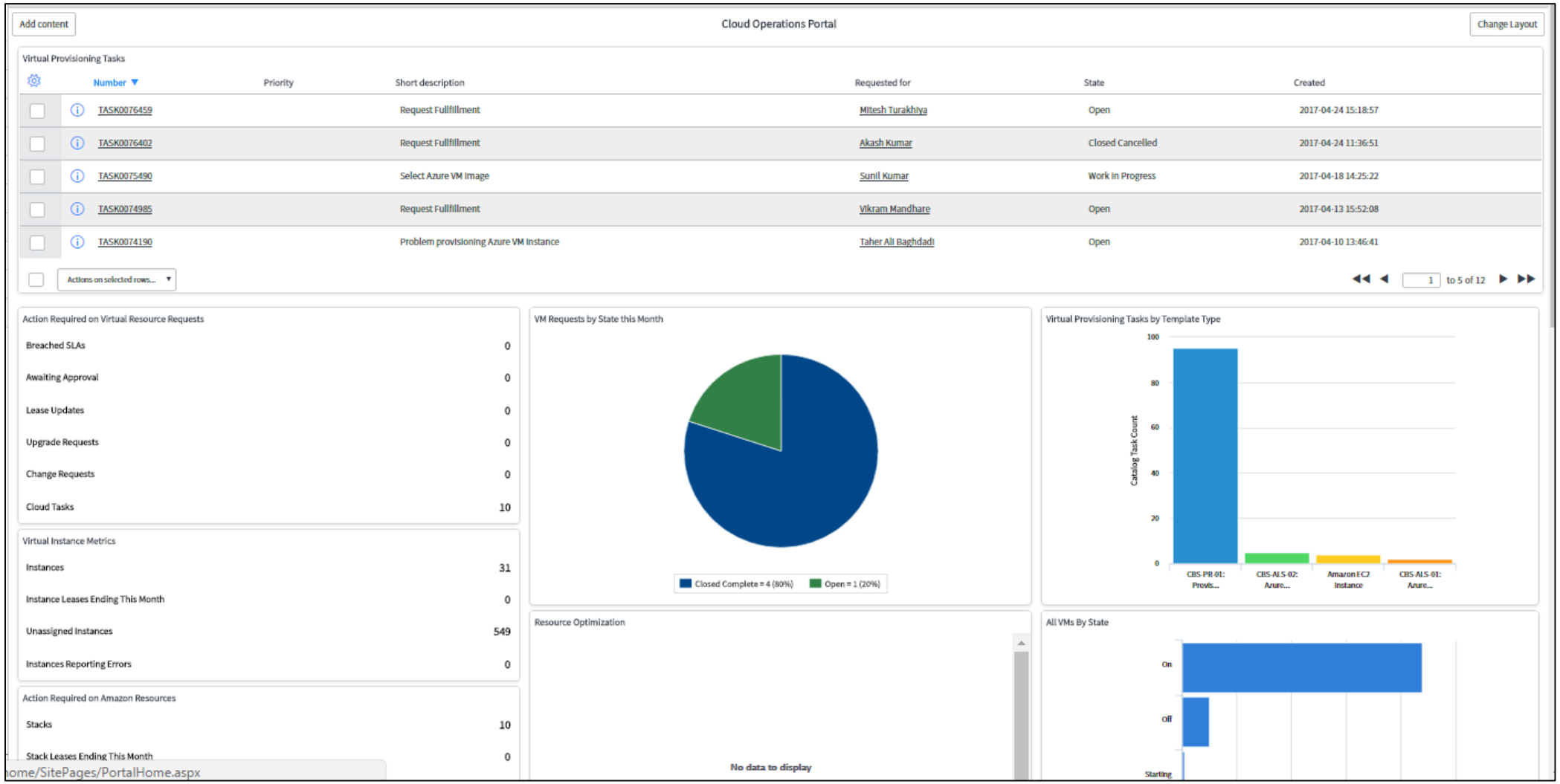
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Syngenta Custom VM Post-Provisioning Workflow



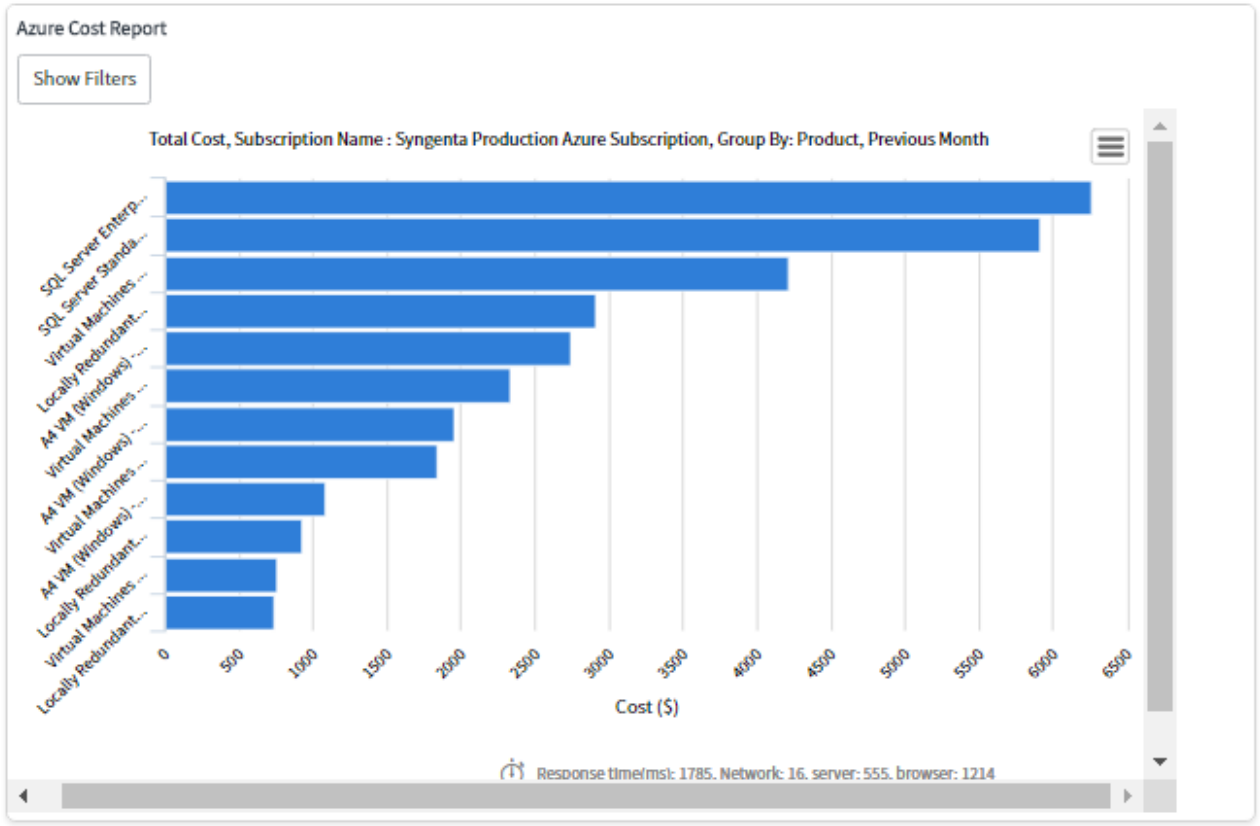
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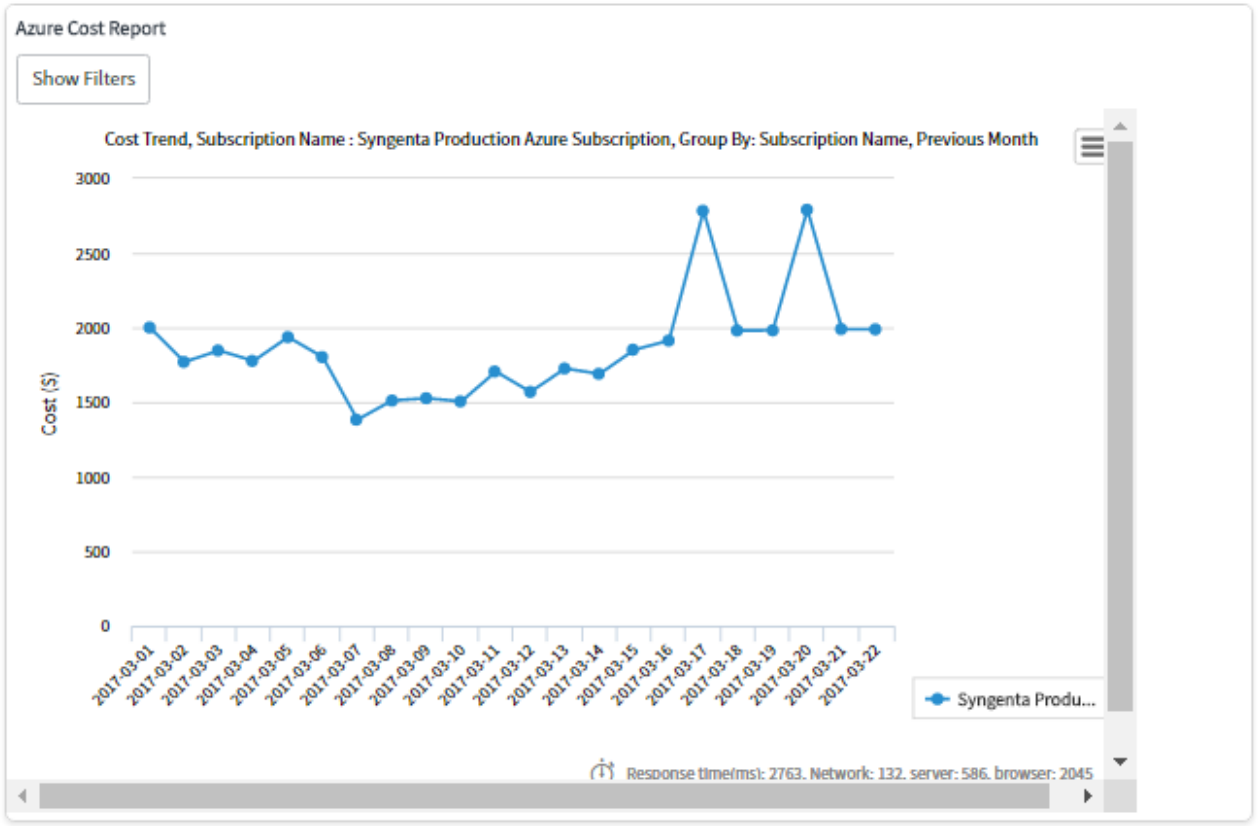
Cloud Orchestration Dashboard



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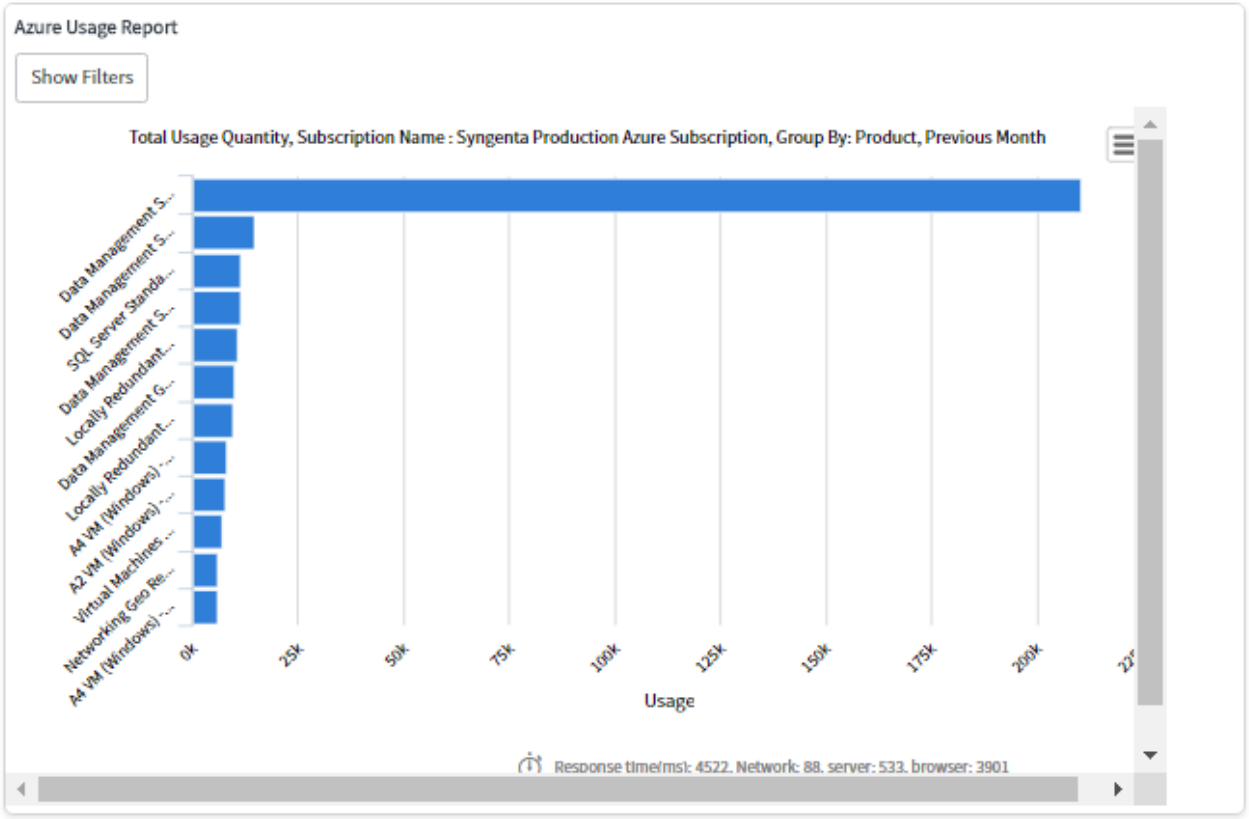
Billing Report

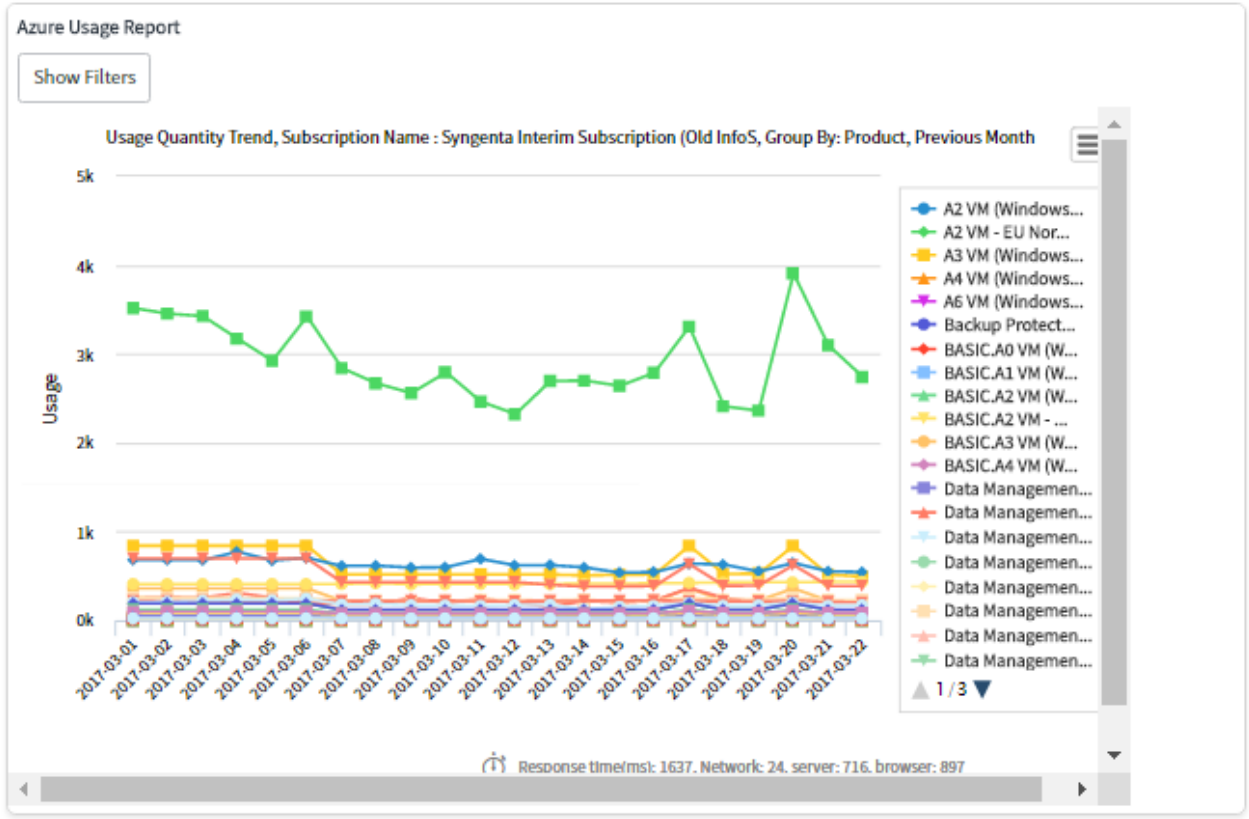




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Usage Report





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Value Outcomes

	Before November 2016	After November 2016
Provisioning post approval	5 days to 3 weeks for provisioning in Azure/AWS cloud or utility datacenters	Average 50 minutes for provisioning VM using ServiceNow in Azure/AWS
Total Servers	Utility data center – 2000+	MS Azure – 205 AWS – 248

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Value Outcomes

Total number of VMs

440

Provisioned till date

Total number of VMs setup using ServiceNow Cloud Orchestration



Is the time required to completely setup a VM (Auto Provisioning and Auto Post – Provisioning)

5X

FASTER

5 times faster approach than traditional VM provisioning

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Lessons Learned

1. Amazon Web Services (AWS) integration was smooth and quick
2. Customization done by following ServiceNow best practice and standards will not impact ServiceNow upgrade activity
3. Special discounted rates if offered by cloud service provider for your subscription might not reflect correct billing rate with the OOB integration

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Our Next Steps

- Some planned enhancement on the ServiceNow Orchestration
  - Pricing / Costing Model for Showback
  - CSA (HPE) & ServiceNow (Syngenta) Integration
  - Enterprise Service Library - ESL (HPE) & ServiceNow (Syngenta) Integration
  - ServiceNow API based integration with AWS CloudWatch and Azure native monitoring
  - Tool aided cloud selection

And many more

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Top Takeaways

1

ServiceNow Orchestrates

1. Microsoft Azure
2. Amazon Cloud

2

Service Onboarding of new cloud service providers in ServiceNow is not difficult and huge room for customization is available

3

ServiceNow version upgrade has no impact to Orchestration and can be done hassle free

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Thank You

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Q & A

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