knowledge17

WORK at LIGHTSPEED

TNT Global IT

Knowledge 2017

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FedEx Express TNT | servicenow



ServiceNow – The Rock on Which We Stand

Providing stability, innovation, and cost saving through times of high change

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Speaker Introduction



NAME: Gavin Palmer-Mills

TITLE: Service Development Manager

FUNCTION: Service Operations

COMPANY: TNT Express

- **EXPERIENCE:** 16 years in Service Management including: process definition & deployment, technical management, service performance, configuration & asset management, automation, event management, and service continuity
- **EXPERTISE:** Service management strategy & transformation, service management technology, and project management
- **ACHIEVEMENTS:** Responsible for the global deployment of ServiceNow within TNT (106 countries). Responsible for architecting and transforming ServiceNow in support of a global SIAM capability. Extending the use of ServiceNow within TNT outside of the traditional ITIL suite.
- **CURRENT PROJECTS:** Aligning TNT and FedEx support processes globally and creating eBonds between the existing FedEx ServiceNow instance and the TNT instance. Using ServiceNow to transform user access management and conform to Sarbanes–Oxley policies.

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Speaker Introduction



NAME: Pushkal Sharma

TITLE: Technology Lead

FUNCTION: Service Operations

COMPANY: Infosys Ltd.

- **EXPERIENCE:** 6+ years of experience in IT Service Management Consulting & Delivery utilizing the tools such as: ServiceNow, ServiceNow Discovery, ServiceWatch, BMC Remedy, BMC Atrium Discovery and Dependency Mapping, HP Discovery and Dependency Mapping Inventory
- **EXPERTISE:** Implementation specialist, Design Thinking
- **ACHIEVEMENTS** Led the development of several key and innovative solutions which have resulted in improved service delivery and significant cost saving within TNT
- **CURRENT PROJECTS:** Using ServiceNow to transform and automate user access management and conform to Sarbanes–Oxley policies.

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Agenda

- About TNT Express
- ServiceNow – *The Rock on Which We Stand*
- Zoom in: Service Visibility and User Access Management
- Key Takeaways

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TNT Express

TNT Express is an international delivery service company with headquarters in the Netherlands. The firm operates globally and delivers documents, parcels, and pieces of freight in over 200 countries.

58,722 employees in 61 countries

€6.9 billion of recorded sales in 2015

54 air freighters on more than 700 journeys a week

56 Regional IT departments around the globe

55,000 weekly trips between our 72 European road hubs

1,000,000 deliveries every day

One Global IT operating model

Acquired by FedEx June 2016

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ServiceNow at TNT

Overview

- ServiceNow implemented in 2011; deployed globally
- One set of ITIL-based processes used by all 56 IT Operational Units
- One production instance, four development instances (LHR & AMS data centers)
- Managed and maintained by small internal team supported by Infosys resources
- Upgraded twice annually

Modules

Service Operations
- Self-Service Portal
- Service Catalog
- Incident Management
- Request Management
- Problem Management
- Customer Survey
- Support Rotas

Service Transition
- Demand Management
- Change Management
- Release Management

Service Configuration & Assets
- Knowledge Management
- Configuration Management
- Hardware Asset Management
- Service Visualization

Service Performance
- Availability Management
- Service-Level Management
- Performance Analytics
- Service Health

Platform-as-a-Service
- Global Link ID Creation
- Business Support Desk
- Service Improvement Planning (SIP)
- User Access Management

Statistics

- 99.99% Availability, consistent performance globally
- 2,500 Licensed Users
- 45,000 Self-Service Users
- 1,000+ Workgroups
- 31,000 Locations
- 200,000+ Assets and CIs
- 15,000+ Knowledge Articles
- 1,500+ Service Catalog items
- 30,000+ records raised per week

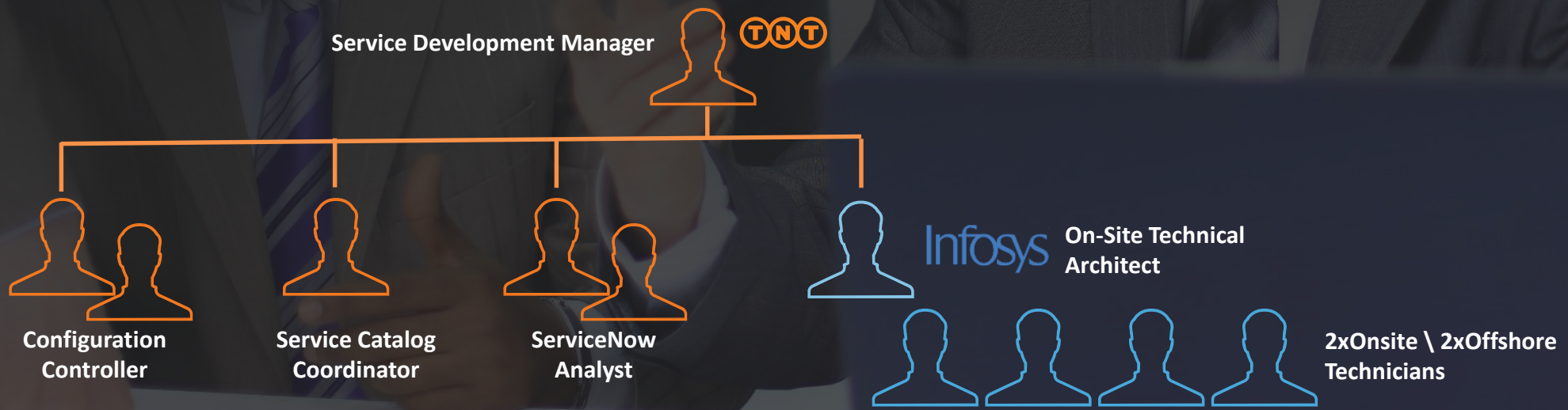
Integrations

- Real-time, Bidirectional integrations with both HP and Verizon for ticket exchange
- CMDB data integrations with HP and Verizon repositories
- BMC Event Manager (BEM)
- TNT IT Automation Suite (Opalis & BladeLogic) and Infosys Automation Platform (IAP)
- Secure LDAP Connections to Domino Directory, Active Directory, and Mainframe RACF
- Numerous email integrations with 3rd parties

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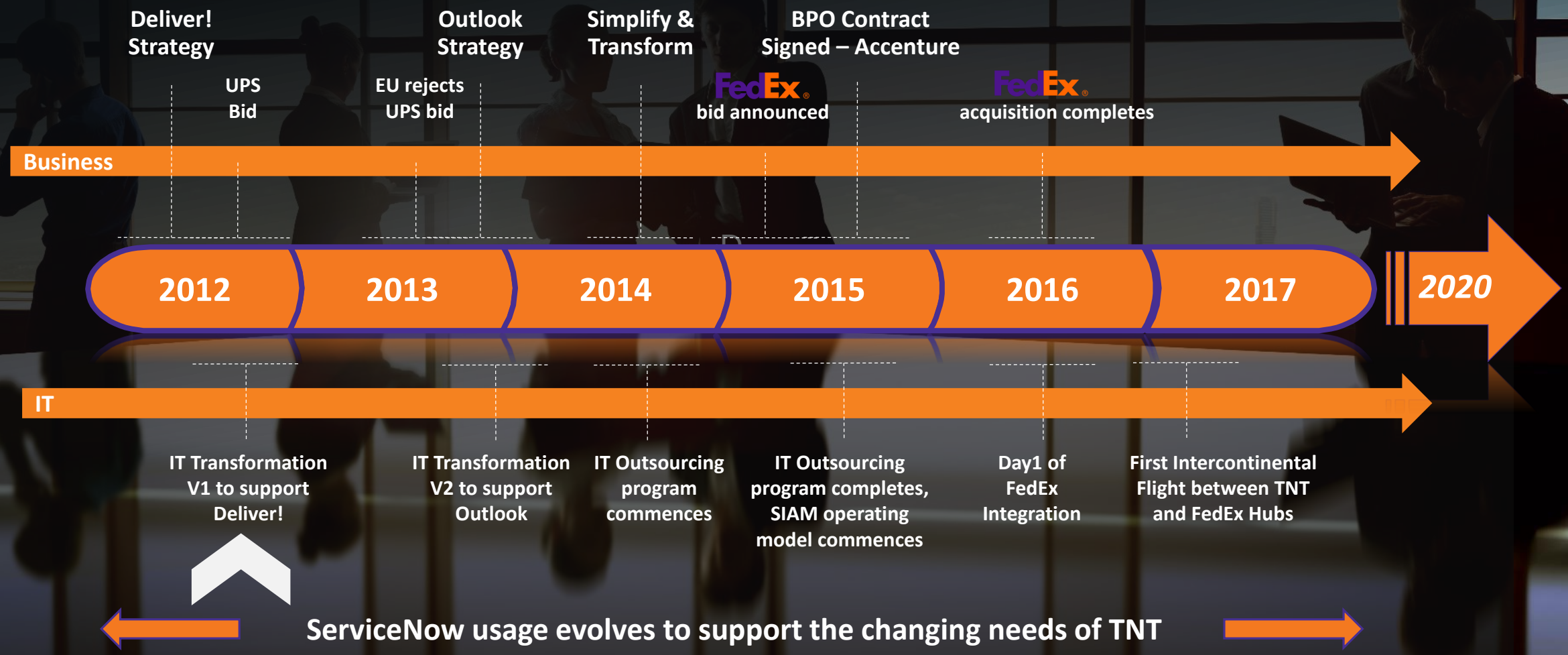
ServiceNow Operational Management

- ServiceNow is managed by TNT and we retain responsibility for the day-to-day management of the platform
- The Service Technology team is a blend of experienced TNT personnel and Infosys resources who provide an augmented staffing model
- The Infosys team can be flexed for specific pieces of work, for example, app development
- We also have relationships with additional partners for any specialized development work



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Throughout a period of unprecedented business change for TNT and its IT department, ServiceNow has been a rock of stability



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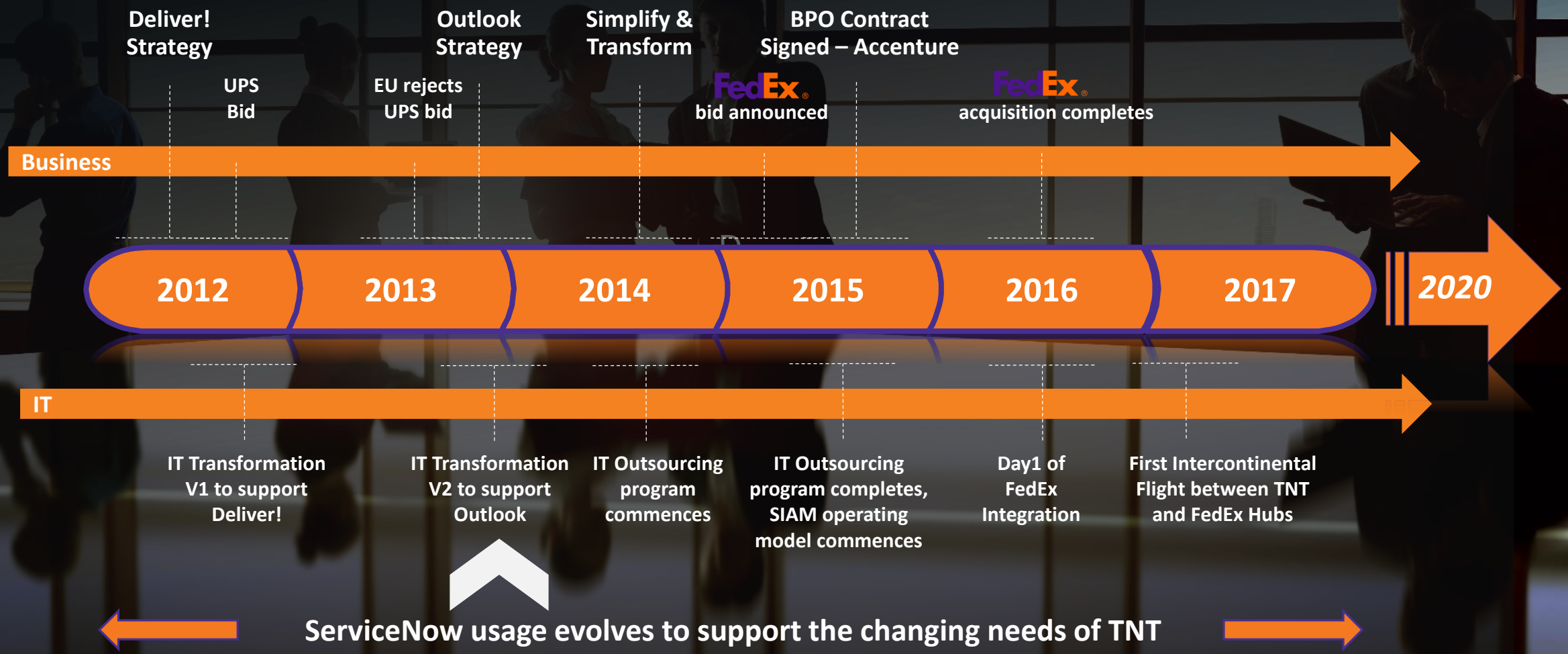
Transformation V1

- Due to the after-affects of 2008 crash, the TNT business launched the ‘Deliver!’ initiative to improve margins by kick-starting a number of efficiency drives
- IT operating costs were too high – driven by legacy infrastructure and compounded by an aging and idiosyncratic IT operating model
- IT reacted to the business initiative by launching ‘TOM’ - Target Operating Model
- The TOM initiative set out to deliver a COBIT-based model utilizing ITIL v3 0- Service Design, Service Transition, & Service Operations
- Key ServiceNow activities -
  - Full overhaul of existing ITIL v2 processes (Req/Inc/Prb/Chg)
  - Service Continuity
  - Service Portfolio
  - Demand Management
  - Purchase of Mirror42 (aka Performance Analytics)
- Project Delivered on-time to budget!

ServiceNow providing the functionality and agility to meet Business Demand!

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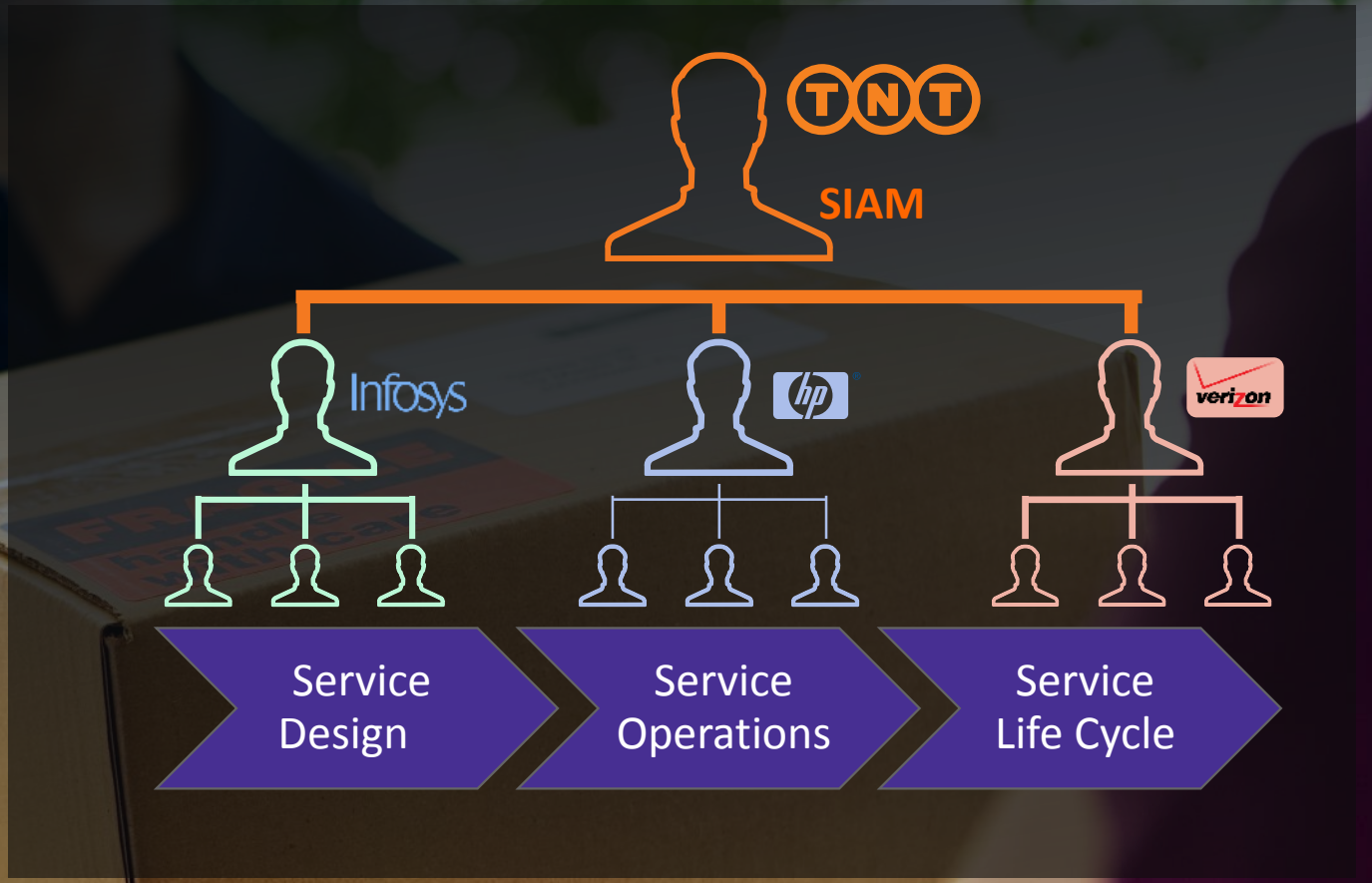
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Transformation V2 – The Outsourcing Program

- In 2013 TNT embarked upon a Global IT Outsourcing program, a key step in the transformation of Global IT into a lean, service-focused and business-enabling organization – delivery Q2/3 2015.
- TNT chose to create a multi-sourced ecosystem aligned around service towers to create a competitive environment among providers.
- TNT introduced the SIAM function to integrate and manage the service towers and to deliver the cost-saving, simplification and service improvement benefits from the outsourcing.



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SIAM on a Slide

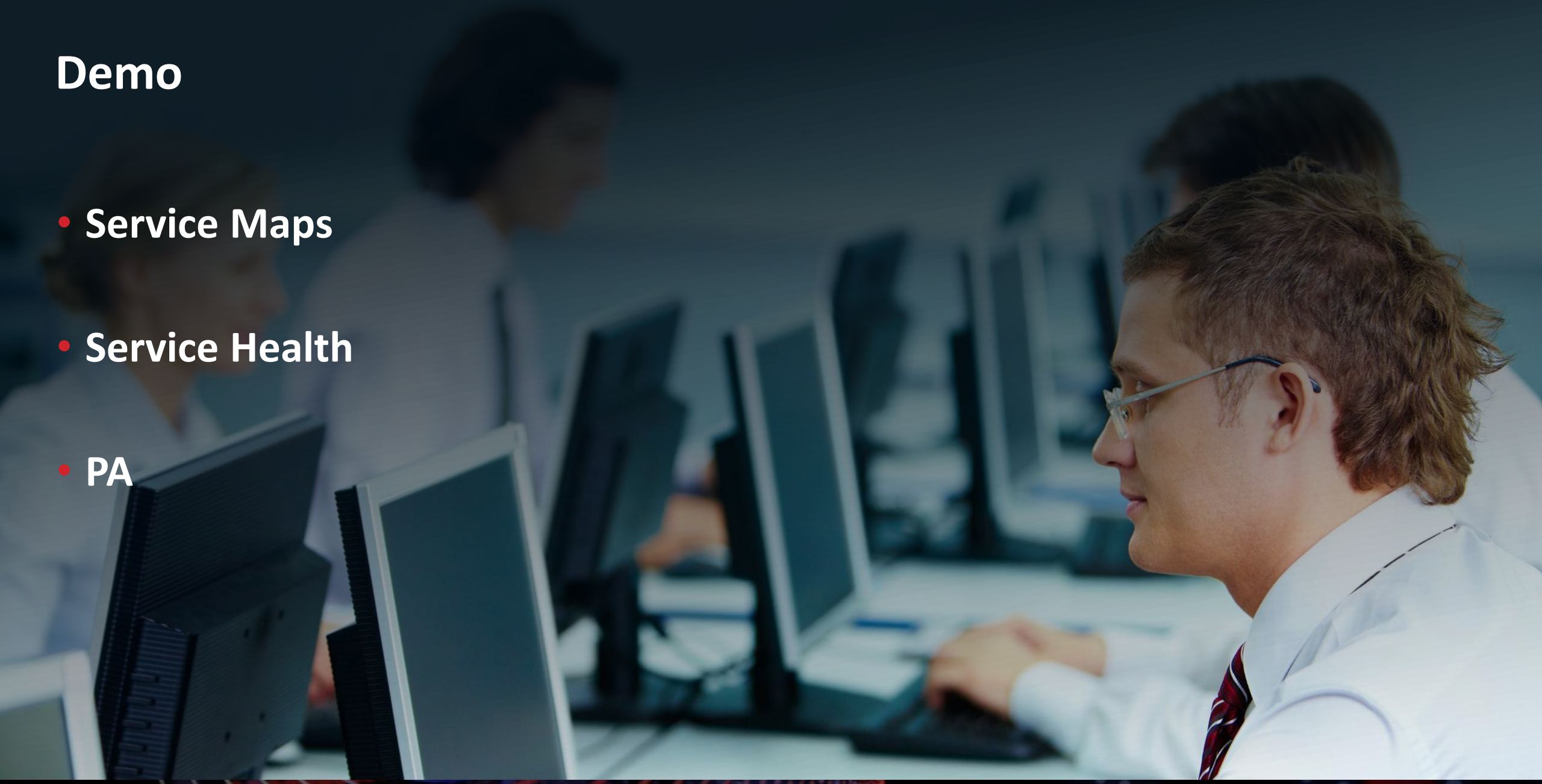
- Govern, manage, and integrate three service providers using ITIL v3 processes
- Redesigned and reconfigured Request, Incident, Problem, Change
- Built a new service catalog utilizing the Service Provider's internal catalogs overlaid with a business-facing catalog
- Created two 'eBonds' for both HP and Verizon for the bidirectional, real-time exchange of incident information
- Created a multilayered SLA engine and accompanying reports / dashboards
- Defined and created a service-focused CMDB
- Project delivered in three months – within time and in budget
- Massive change to Culture, Processes, and People

ServiceNow again providing the functionality and agility to react to substantial change

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Demo

- Service Maps
- Service Health
- PA

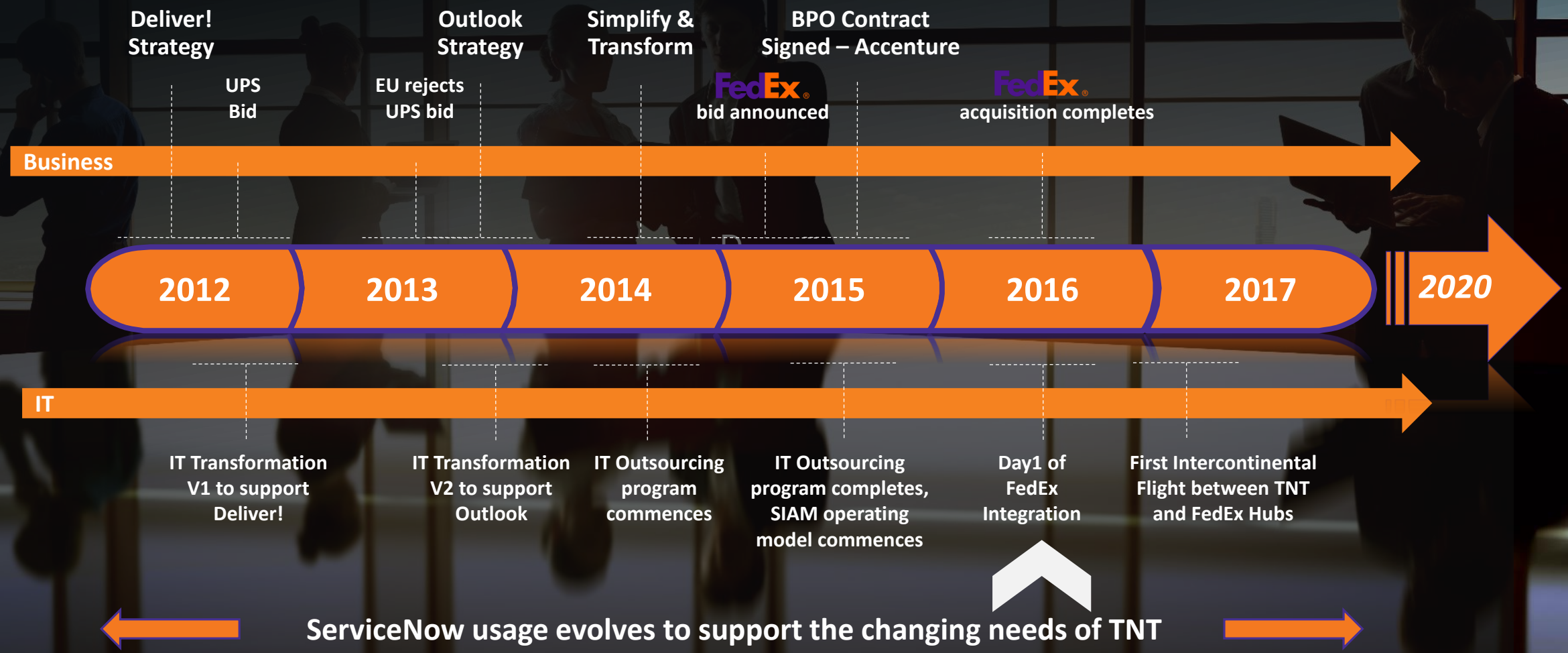


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TNT
THE PEOPLE
NETWORK


Infosys

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FedEx Integration

- FedEx acquisition completed – June 2016
- Very clear from the outset that we were very similar culturally; this was an excellent step for TNT
- The first stages of integration brought challenges around data security and legal compliance
- Sarbanes–Oxley regulation was one of the key focus areas
- It was very evident that our complex and legacy user access provisioning process was not fit for purpose and was not SOX-compliant

Again – ServiceNow steps in to provide the solution!

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Demo

- Global Link Creation
- Password Generation
- JML Process / Single Source of Truth
- UAM Solution



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TNT
THE PEOPLE
NETWORK


Infosys

Final Thoughts

- Choose partners who can not only provide technical expertise but can flex quickly to meet your business challenges!
- TNT has experienced a number of years of dramatic change. ServiceNow's capability to deliver cutting-edge functionality quickly and at a low cost of ownership , has allowed Global IT to meet and exceed the challenges of the TNT business
- Amongst the high level of reactive change, we also delivered a number of innovative, cost-saving initiatives – e.g. in 2016 we saved approximately 100K with just one catalog form and custom script
- ServiceNow has been one of the only areas of consistency and stability for both IT staff and management – a metaphorical comfort blanket!

ServiceNow- The Rock on Which We Stand!

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Questions?

Also feel free to flag any of us down afterwards!

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Thank You

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