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WORK at LIGHTSPEED

ServiceNow as an IT Efficiency Platform

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servicenow

Agenda

- Introductions
- Session Objectives
- Key Challenges and Goals
- Solution
- Outcome
- Next Steps
- Q&A

Speaker Introduction



NAME: Vikram Watave

TITLE: Director

FUNCTION: Efficiency

COMPANY: PayPaTechnology El

EXPERIENCE: 20 years of experience in strategy consulting

EXPERTISE: ITSM, Data Center Management, Infrastructure Operations

ACHIEVEMENTS: Drove automation and consolidation of hardware asset information; established Asset Management Organization for PayPal; aligned product strategy with asset strategy

CURRENT PROJECTS: Driving process efficiencies across platform and infrastructure organization

Speaker Introduction



NAME: Randy Wisott

TITLE: Senior Manager

FUNCTION: IT Strategy and Service Management

COMPANY: Deloitte Consulting LLP

EXPERIENCE: 20 years of experience in delivering Strategy, Architecture and Infrastructure, Data Center Design, IT Process Operations, and Cloud Computing solutions for large multi-national organizations

EXPERTISE: Technology Strategy, Cloud Management, ITSM process improvement

ACHIEVEMENTS: Led implementation team for core ITSM process implementation and migration off of legacy platform

CURRENT PROJECTS: Leading development of a ServiceNow platform to develop a unified business portal for a public sector client and ServiceNow for a Higher Education ITSM and Shared Services solution

Speaker Introduction



NAME: Sid Sonrexa

TITLE: Manager

FUNCTION: IT Strategy and Service Management

COMPANY: Deloitte Consulting LLP

EXPERIENCE: 11 years of ITSM experience including Remedy and ServiceNow

EXPERTISE: ITSM Process Improvement, Asset Management

ACHIEVEMENTS: Led integration team for ServiceNow Asset Register migration; led functional team for core ITSM process implementation and API development

CURRENT PROJECTS: Data Center Infrastructure Management, Unified Customer Experience

My Company



NAME: PayPal

INDUSTRY: Financial Services

MARKET FOCUS: Provide a global online platform for payments processing and money transfers

Company's Primary Products/solutions:

- PayPal
- PayPal Credit
- Braintree
- PayPal Here

Company-wide Initiatives

- IT cost efficiency
- Unified product experience for customers
- Agile development/deployment

Session Objectives



Objectives

- Review an approach to driving ServiceNow adoption by implementing data center supply chain and infrastructure operations automation to drive down cost per transaction



What You Will Learn

- Understand some of the key challenges facing Internet firms managing complex data center assets and infrastructure operations
- Learn how ServiceNow asset management and integration capabilities can help drive efficiencies
- Gather key lessons learned for asset management, reporting, and integrations

Key Challenges

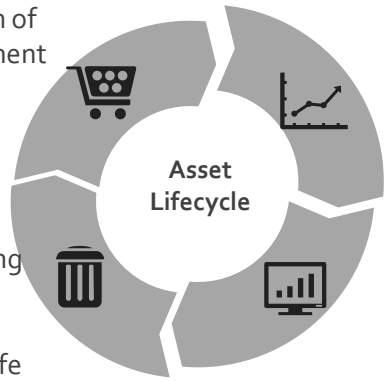
01	Lack of data integrity	05	Lack of reporting capabilities
02	Asset register and CMDB out of sync	06	Incomplete/manual asset discovery
03	Asset register lacks functionality	07	Investment decisions not aligned to product roadmap
04	High dependency on manual workarounds	08	Inability to identify asset business owner

Goals

Current State

Procurement
"Just in time" strategy prevents implementation of vendor liability management

Deploy & Monitor
Capacity, Utilization and Procurement misalignment preventing optimization and increasing unnecessary investment



Retirement
Reactive decommissioning strategy contributing to increased spend on maintenance of end-of-life assets

Reporting
Reports require time consuming manual efforts

Future State

Procurement
Drive economies of scale on vendor pricing with appropriate SLA's

Deploy & Monitor
Manage asset portfolio to make funding decisions



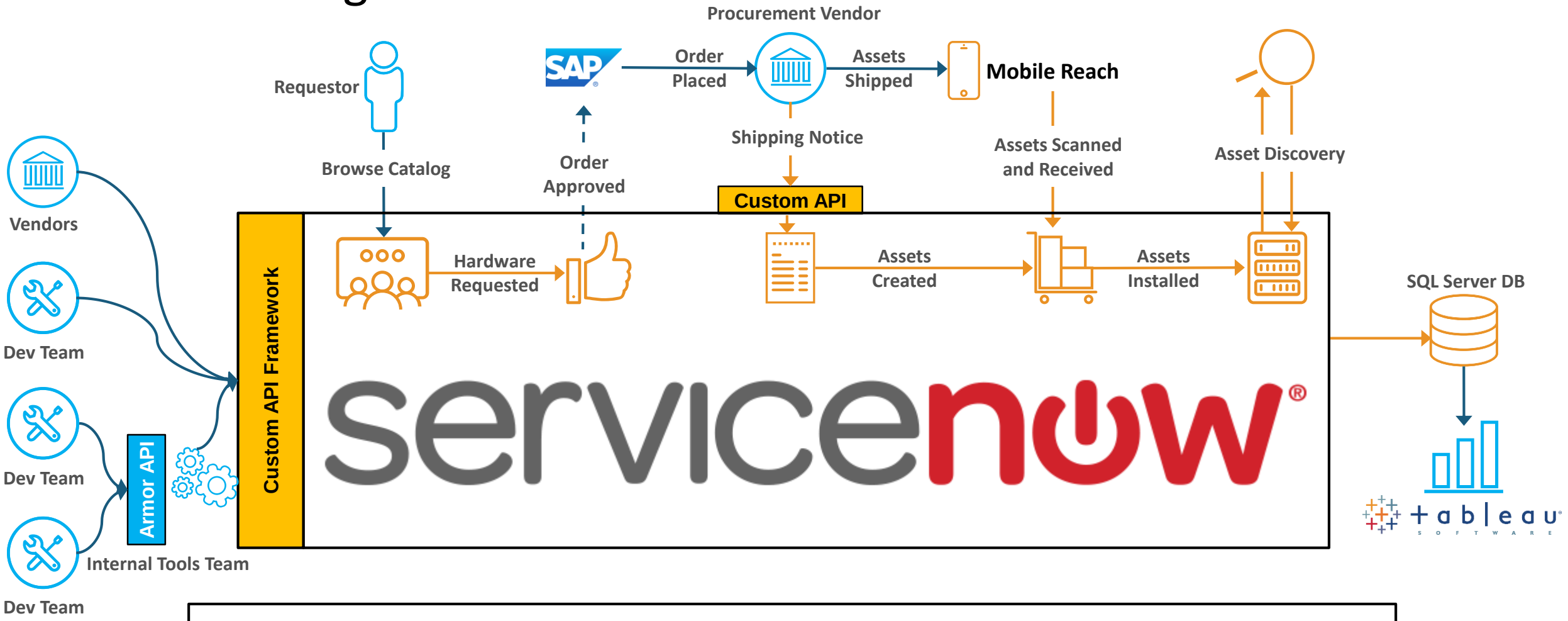
Retirement
Proactively identify assets for retirement

Reporting
Outcome based reporting

Goal:

- Single source of truth for asset data using ServiceNow with increased transparency across lifecycle
- Reduction or elimination of manual steps through automation in procurement to install process (live-to-site)
- Reduction in per transaction cost by 20% through efficiencies of automation using ServiceNow

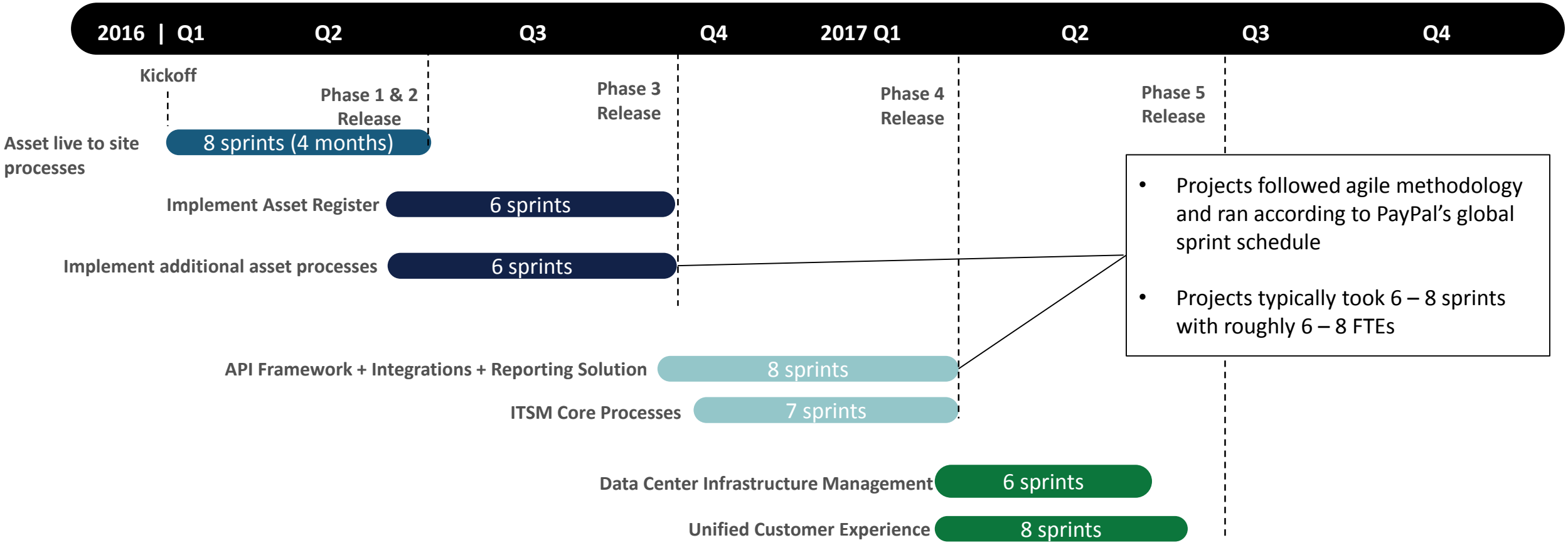
Solution at a glance



Reduced live-to-site delivery time from 45 days to 15 days

Solution components implemented

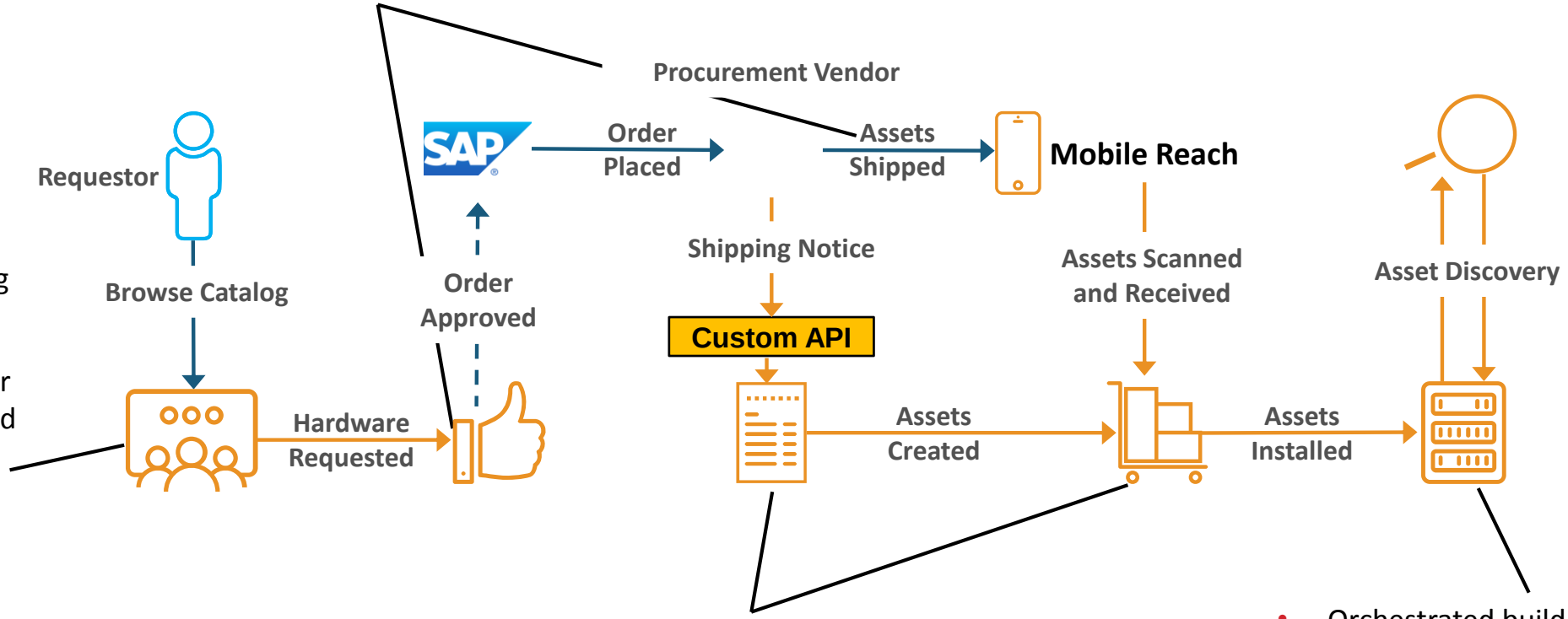
Timeline



Project go-live dates pushed only once across 1.5 years

Solution – Optimized Data Center Live-to-site Process

- Eliminated email and manual steps where possible

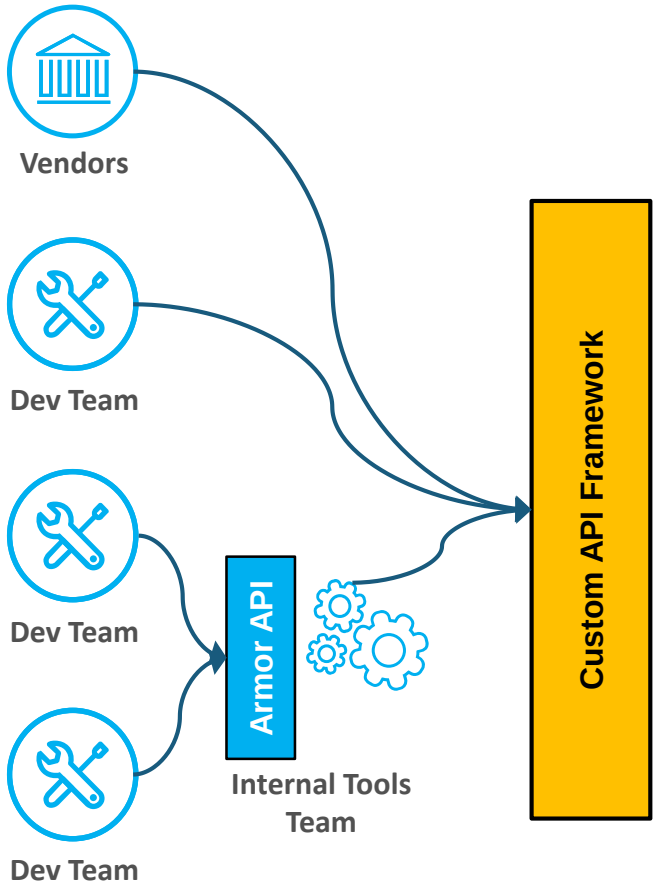


- Standardized catalog
- Directors / Product owners able to order entire pre-configured racks using custom SKUs
- Predefined BOMs stored with catalog items

- More granular status tracking improved transparency
- Data center personnel better prepared for incoming hardware

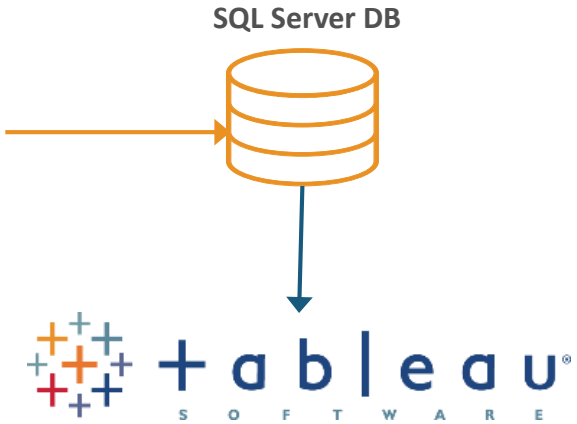
- Orchestrated build steps in workflow
- Reduced delays from missed activities

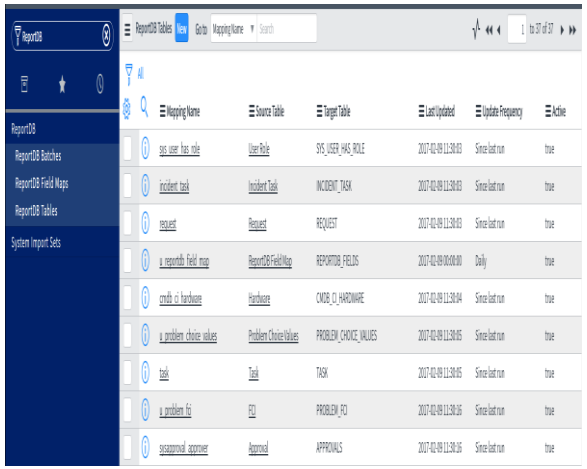
Solution – Developed Integrations Framework

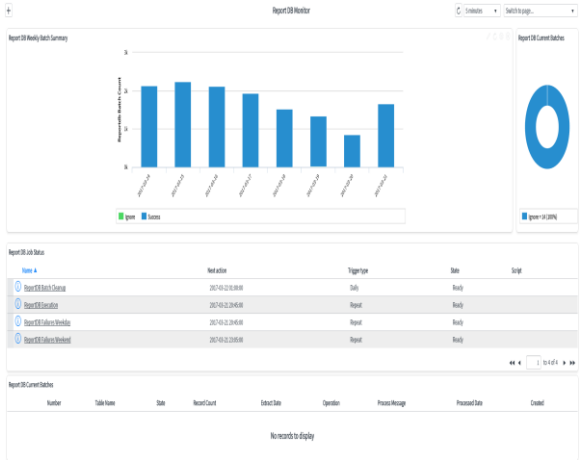


- Wrapper to ServiceNow's API
- Additional features include
  - Logic to validate choice values, mandatory, read-only, etc.
  - More meaningful error messages
  - Support for request variables
- Used across 15-20 integrations to send shipping data, raise asset service requests and log CRs
- Saved ~8-24 hours per integration when compared to single purpose integrations

Solution – Improved Reporting







- Leveraged existing Tableau reporting capability
- Access to additional organizational data

- Fully configurable interface with support for request variables
- Reporting team able to select additional data as needed using self-service

- Near-real-time data updates to Tableau
- Real-time report of the integration status

Value Outcomes

	Before	After
Discovery linked to assets	0 assets discovered	40,000 assets discovered
Workflow automation	Manual steps to track and load ASN	Automated generation of asset records in SN using shipping notice
Automated change requests	60,000	120,000 month
Average request to live-to-site time	45 days	15 days
Cost per transaction	Reduced by 25%	

What you don't measure you cannot improve. Tracking process metrics to drive compliance enabled improving bottom line metrics.

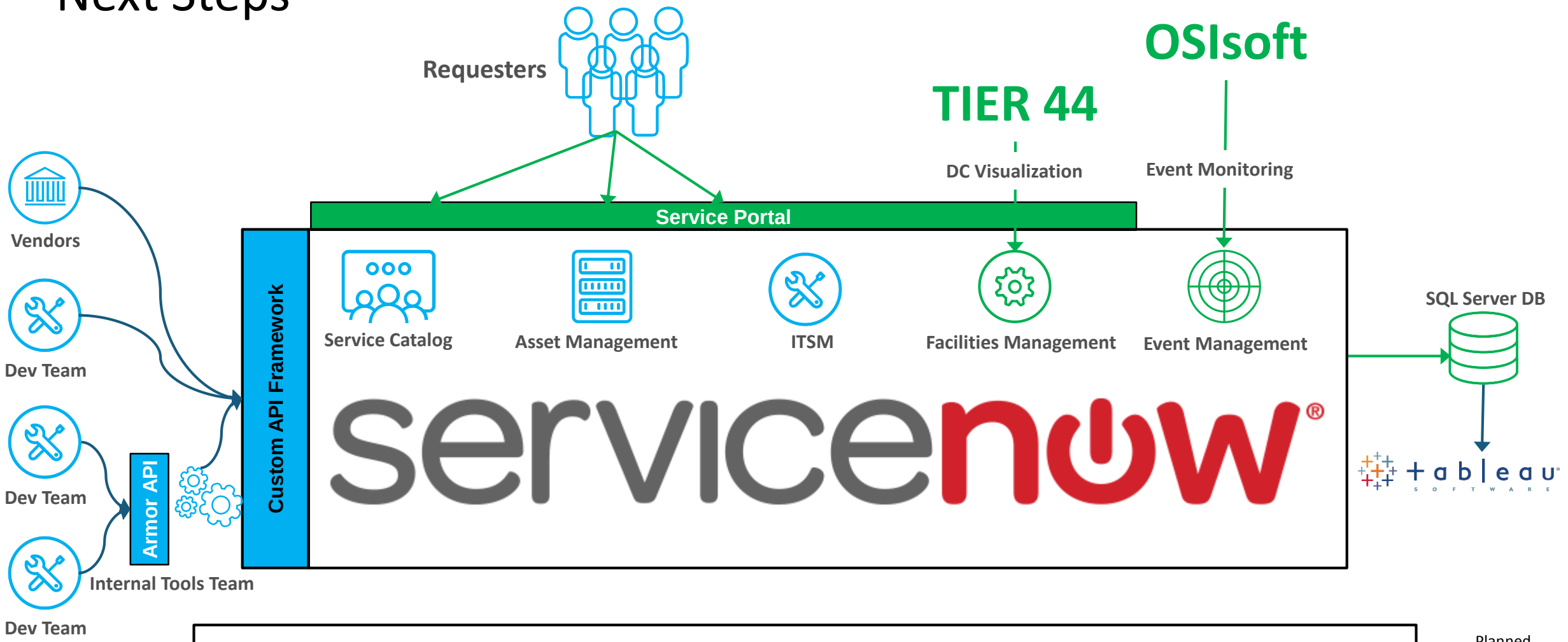
Lessons Learned

1. Keep an eye on the number of API transactions and size the instance appropriately

2. Organizational change and training of the user community on ServiceNow APIs takes a significant amount of time and should be factored into the project

3. Drive discovery initiative from the top down first and allow plenty of time to provision credentials and appropriate access

Next Steps



Expand footprint and drive further data center optimization

Planned implementation components

Top Takeaways

1

Start small and use the initial savings from the efficiency gains to build momentum for the adoption of ServiceNow

2

You can’t improve what you can’t measure. Incorporate the metrics you want to track from the start.

3

Integrations are key to automating processes. Build a flexible framework that simplifies adding integrations over time.

Q & A

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