

Case Study

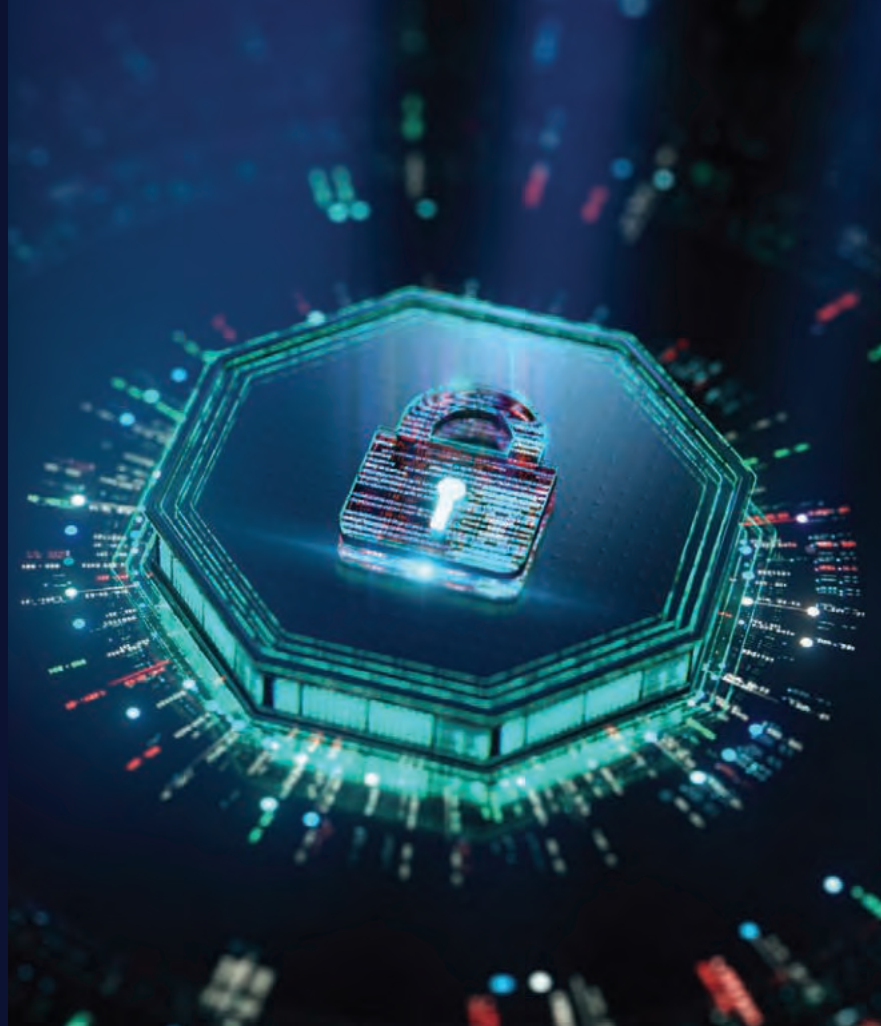
Optimizing ServiceNow Performance

A Case Study of ServiceNow Assessment and Fixes for a Large Global Manufacturing Conglomerate



Client

The client, a Fortune 100 company and a global leader in technology and manufacturing provides solutions to address global safety, security, and energy challenges. With approximately 110,000 employees worldwide, including more than 19,000 engineers and scientists, it has an unrelenting focus on quality, delivery, value, and technology.



Challenges

The ServiceNow Platform was not providing a smooth experience due to repetitive performance and usability incidents.

It was difficult to identify high-risk customizations as there was no ready reference on technical debt details.

Manual code inspection and corrective actions consumed a lot of time.

There was no technical debt and total time to resolve details to review and analyze.

Developers had no baseline to adhere to.

There was a lot of dependency on technical review and peer code reviews.



LTIMindtree Solution

01

Leveraged LTIMindtree Platform Doctor to run an initial scan of the platform to identify misconfigurations and best practice violations.

02

Implemented fixes and enhancements within 10 weeks to elevate platform health by up to 85%.

03

Identified more than 100 checks causing high-priority impact.

04

Utilized Platform Doctor to identify technical debt impact and prioritize fixes and recommendations.

Business Benefits



About **30% reduction**
in technical debt



Over **80%**
ServiceNow Health



20% Reduction in BAU issues
due to core tech debt fixes



Increased overall platform
productivity and adoption

Let's get to the
future, faster. Together.



LTIMindtree is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700 clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by 81,000+ talented and entrepreneurial professionals across more than 30 countries, LTIMindtree — a Larsen & Toubro Group company — combines the industry-acclaimed strengths of erstwhile Larsen and Toubro Infotech and Mindtree in solving the most complex business challenges and delivering transformation at scale. For more information, please visit www.ltimindtree.com.