

## Case Study

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# Optimizing ServiceNow Performance:

A Case Study of Platform Doctor Implementation in US-based Card Services Company



# Client

A Fortune 500 company that invents technologies and offers solutions to provide loyalty and marketing services, such as private label credit cards, coalition loyalty programs, and direct marketing, derived from the capture and analysis of transaction-rich data.



## Challenges

Dearth of visibility into ServiceNow misconfigurations and coding bad practices.

Lack of recommendations to convert bad practice to suitable practice configurations.

Absence of tools to measure technical debt leading to performance issues.

No dashboard to monitor instance health.



# LTIMindtree Solution

**01**

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

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**02**

Implemented fixes and enhancements within ten weeks to elevate platform health by 10 percent (from <70 percent up to >80 percent).

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**03**

Delivered an intuitive portal with real-time insight into health scores for performance, security, upgradability, manageability, and user experience.

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**04**

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

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**05**

Live dashboard to monitor instance health.

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**06**

Unlimited scans to drill down into the root cause of platform instability and low health.

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## Business Benefits

**~79K**

violations were reported,  
false positives removed, and  
guidance provided for fixes.



Ensured a clean greenfield  
implementation **90%** close to  
Out of the Box (OOB).



Enabled ServiceNow best  
practice compliance.

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



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