



Energy company

gains control of software assets with **SoftwareOne**

9 months

to implement ServiceNow, ITSM, ITOM and ITAM

24–48 hours

for onboarding, compared to 4 weeks previously

Full visibility

into software consumption and costs

Client

Energy company

Industry

Energy

Services

IT Asset Management (ITAM)
Services incl. ITAM Assessment
Services, ITAM Managed
Services, ServiceNow
Configuration Management
Database (CMDB) deployment

An energy company created when its larger parent company split into two found itself essentially starting from scratch when it came to managing its IT infrastructure. The company, which operates across North America, began its new business life with large amounts of data, but no centralised system or processes for managing that information or its hardware and software. Because the parent company had been a SoftwareOne customer for several years, the spun-off company approached SoftwareOne for a solution that included the deployment of ServiceNow for IT Service Management (ITSM).

In just 9 months, the company deployed ServiceNow to gain complete visibility into its IT environment, enable customer onboarding in 48 hours, automate time-consuming tasks, and reduce the risk of software overconsumption and vendor audits.



The challenge

Decentralised business seeks centralised ITSM

The energy company had a tight deadline to implement a solution: six months to lay the foundations for ServiceNow Discovery, IT asset management and software asset management (SAM), and three months to establish sound practices in all of these areas.

The decentralised nature of the business created special challenges for the project. The company's workforce includes many contractors who are often onboarded and offboarded in large numbers. Workloads were also difficult to manage: many people are responsible for large numbers of processes and applications – for example, one person regularly handles more than 160 different applications. And bringing in new hires was a largely manual task, with key information for each person recorded first on paper before being entered by hand into the company's systems. This also made it difficult to comply with the industry's strict regulatory and reporting requirements.

Other IT processes were also manual, with IT support requests having to be physically made at the IT department. This made support time-consuming: requests could take a week or two to fulfill, and the IT team had no straightforward system to track progress or search previous service tickets.

The solution

Setting up ServiceNow and automating processes

- Scanning the company's networks to identify the data needed to populate a ServiceNow CMDB. This was an automated process that enabled SoftwareOne to implement ServiceNow, and also a centralised platform for managing all of the company's discovery and ITSM processes.
- Working with the company to create a knowledge base for users, a system for software asset management and a base ITSM system.
- Consulting services to help the company develop a three-year transformation roadmap. This was based on requirements and objectives identified through interviews with key members of the company's executive team and various business units.
- Helping to build an IT strategy and IT processes, setting up a service desk and establishing work processes for onboarding and offboarding.
- Identifying opportunities to automate processes to help reduce workloads on employees with multiple responsibilities and roles.
- Integrating ServiceNow with the company's other key data systems – such as Active Directory – to provide controlled management of user groups, locations, departments and more.
- Integrating ServiceNow with HR onboarding and offboarding to eliminate the need for paper-based processes.
- Implementing organisational change management and training. A SoftwareOne team worked on-site with the company for the duration of the project to lead training sessions and work with key process owners and contributors to ensure that everyone was prepared for the transformation taking place.

The outcome



SoftwareOne has been an integral partner to us, leading, collaborating and executing with a high level of integrity, focus and quality. They have met and exceeded the overall ServiceNow delivery and integration points. Their expertise, insight and knowledge have enabled us to position ServiceNow as a strategic toolset for our business.



Energy Company CIO

A functioning ServiceNow platform in 9 months

Working with SoftwareOne, the company had a functioning ServiceNow platform – including discovery, SAM Pro and IT service manager – within 9 months.

Automation reduces tasks from 4 weeks to days

Automation has replaced many manual tasks and enhanced the user experience by streamlining operations and decreasing Mean Time to Resolve (MTTR). Onboarding, offboarding and setting up access to IT for new hires are fully automated – onboarding processes are now done within 24–48 hours.

Fast incident resolution

Incident and support resolution times are significantly faster, and the company has a central platform to automatically track the history of such processes – something it couldn't do before. This ensures full traceability for software vendor audits, System and Organisation Controls (SOC) compliance and other requirements.

Hands-on daily support and strategic expertise

SoftwareOne has helped to establish a streamlined, scalable process and governance framework for IT Operations. It continues to act as the company's managed service provider for day-to-day ServiceNow needs – adding more software vendors to SAM Pro, enhancing catalogs, performing patches and upgrades and building ITSM maturity.

New features

The company continues to work with SoftwareOne to add new capabilities – such as hardware asset management (HAM) and plans to move more infrastructure to the cloud. Launched certificate management to automatically identify expiring certificates and enable renewals, reducing the risk of service outages and security breaches.

Cost visibility

Increased visibility of the IT landscape has improved insights into asset expenses, and SAM has helped to avoid unnecessary software licence costs. Before, the company regularly deployed software that it didn't use and faced unexpected true-up costs. Now, when it purchases new software, it automatically knows the accurate true-up costs.

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