



Mindtree

A Larsen & Toubro Group Company

Implementation of
**ServiceNow
Discovery, CMDB
Integrations and IT
Asset Management**
for US-based Fintech
Company



The Client

A US-based Fintech company using ServiceNow platform for their IT Service and Asset Management.

The Challenge

The client was facing challenges with their existing CMDB model, building integrations and IT hardware and software asset management, and was looking for a ServiceNow partner to help them work on the discovery and ITAM implementation. Below were the key challenges:

01

Lack of visibility to IT hardware and software assets

02

Inaccuracy of software license metering

03

Regulatory and compliance requirement to be met within five months

04

Mandate to reduce spend on IT assets

Our Solution



Mindtree partnered with the client, understanding their current pain areas and requirements, and provided the below solutions –

1. Automated discovery of five datacenters with about 3400 assets
2. Redesigned the CMDB data model
3. Implemented software asset management, software model and subscription model
4. Remediated non-compliance by streamlining software purchasing and reclamation rules
5. Integrated with Altiris, Workday, MobileIron, Splunk and Secret Server
6. Reports and dashboard met regulatory requirements

Client Benefits



Well-structured
CMDB model with
ServiceNow being the
single source of truth



Structured process
for IT Asset
management

98%
Asset
compliance



10% savings
in hardware and
software spend



30% efficiency
gain in the IT Asset
management process

About Mindtree

Mindtree [NSE: MINDTREE] is a global technology consulting and services company, helping enterprises marry scale with agility to achieve competitive advantage. "Born digital," in 1999 and now a Larsen & Toubro Group Company, Mindtree applies its deep domain knowledge to 260 enterprise client engagements to break down silos, make sense of digital complexity and bring new initiatives to market faster. We enable IT to move at the speed of business, leveraging emerging technologies and the efficiencies of Continuous Delivery to spur business innovation. Operating in 24 countries across the world, we're consistently regarded as one of the best places to work, embodied every day by our winning culture made up of over 27,000 entrepreneurial, collaborative and dedicated "Mindtree Minds."

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