



Mindtree

A Larsen & Toubro Group Company

# Managed Services Support for Europe's largest Airline

in  
ServiceNow ITSM and Cloud  
Management



# The Client

The client is an aviation group with operations worldwide comprising over 110,065 employees. The ServiceNow solution is used globally by the client and its partners for IT Service Management and Cloud Management.

## The Challenge

The client uses ServiceNow to provide support for operational tasks related to IT Infrastructure and wanted to enhance the platform on an ongoing basis, with quicker response time leading to higher user satisfaction and improved user experience.

They were looking for a technology partner who could support and provide solutions for improved user experience in a multi provider environment, and perform new module implementations and integrations with multi-provider ITSM Platforms. The technology partner also had to support in onboarding multi providers to ServiceNow, enhance their cloud utilizations and reporting capabilities, and provide continual improvement.

## Our Solution



Mindtree collaborated with the client to instigate a structured delivery process and governance model. We provided support services and solutions in –

1. ITSM upliftment, visibility in cloud management and reporting
2. Enhanced user experience, redesign and development of the service catalogue
3. Automation in user management such as the creation/modification of a cost centre via catalog item
4. UAT for cloud module, MFA and change management module

# Client Benefits



Quicker response time leading to higher user satisfaction



**85%**  
work performed from offshore



SLA-based delivery and reduced backlogs

Faster deployment - Structured process for release management



Productivity increase via automation of group creation and management, change of TAG between ServiceNow and MS Azure for CostCentre and business service

## 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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