Mindtree
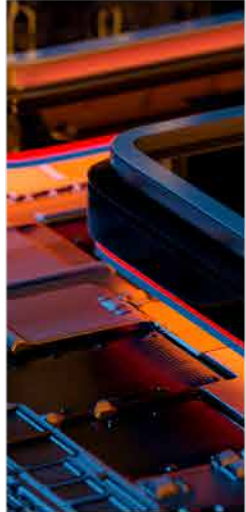## A Larsen & Toubro Group Company

Service Partner for an American Computer Security Software Company,

also the World's Largest Dedicated Security Technology Entity

The Client

The client is a leading device-to-cloud cybersecurity company which creates enterprise and consumer security solutions with 8000+ employees. The client uses ServiceNow for their day-to-day tasks in IT Service Management, HR Service Delivery, Project Management and Enterprise Security Compliance and Risk Management.

The Challenge

The ServiceNow modules of IT Service Management, HR Service Delivery, IT Business Management and Governance, Risk and Compliance Management are subscribed to by the client.
The client was looking for a technology partner who could provide more structured support services and continual improvement across all ServiceNow modules through more integrations, and automation and enhanced reporting. The client was looking for improved quality of service and a reduction in operational costs.

Our Solution

Mindtree, as a Service partner, instigated a structured delivery process and governance model. We provided support services in ServiceNow modules of IT Service Management, HR Service Delivery, IT Business Management and Governance, and Risk and Compliance. Mindtree provided the solution around –

1. Enhanced ITSM processes, redesign of catalogs and automation of service requests
2. Implementation and deployment of a virtual agent for technology Services, people success etc.
3. Rebranding of all HRSD applications, modules and workflows to customer naming conventions
4. Intuitive portal experience through enhanced and rebranded HR portals
5. Revert policy and compliance and risk module to OOB processes
6. End-to-end GRC process deployment inline with OOB processes
7. CyberGRX ServiceNow Integration, PowerBI and ServiceNow API integration for enhanced risk reporting
8. Reversal of IT Business Management process – Idea, demand, project to OOB process, thereby reducing the upgrade challenges and maintainability.

Client Benefits

50%
reduction in
operation costs

Enhanced end user
experience and
continual service
improvements.

Faster deployments through
agile delivery, automation
of 80% mundane and
reoccurring activities

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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