



## Meeting the vision for Service Management

Microland Client is a multinational engineering company. The company operates in over 70 countries employing over 15,000 people focused on mining, oil, and gas & power markets. The company evolved over 150 years into a focused, high quality mining technology business, providing critical solutions for smarter, more efficient and sustainable mining to a global customer base.

### The Client Need

With ITSM processes implemented on the ServiceNow, client was looking to derive more value from the platform to improve efficiencies of various processes via automation. Purpose was also to make ServiceNow repository of all the reference data to be leveraged not only in ITSM but other processes like HR, Security operations, IT Asset Management and Contract management.

With above broad objective, client was looking for a partner which can not only help them on ServiceNow platform but also has the deep understanding of the processes they have. Customer has launched a strategic initiative on ServiceNow platform to enable their key efficiency and performance drivers across divisions and across processes. Microland was chosen as a delivery partner to achieve the ambitious objectives because of its three decades of experience in managing complex IT infrastructure and deep expertise.

### The Journey

Microland started working with various stakeholders in client's organization with focus on two aspects in parallel.

1. Reference Data in ServiceNow
2. Automation of various processes

With respect to reference data, it was identified that CMDB, Assets and Employee reference data was key and

Microland helped client integrate with various systems to gather and reconcile this reference data in ServiceNow. Various tools and applications were integrated like Workday, Active directory, Azure, Meraki, SolarWinds, Splunk etc. get import reference data in to ServiceNow. This led to strong foundational data available in ServiceNow to be used by various processes and applications within the platform facilitating the automations

Microland also worked with various process owners, business application owners in client organization to impart the automation culture and driving the automation from the ServiceNow. Microland built these automation workflows using flow designer and integration hub fully leveraging the platform capabilities. Some of the automated workflows include Active directory provisioning, deprovisioning, Azure subscription and role management, Alert management with integration with network monitoring tools, HR profile data integration with Workday, AD group management etc.

With this strong collaboration and reference, Microland will continue to help client with its ongoing strategic programs like automated Server (de)provisioning, Software license management workflows etc. to be driven from ServiceNow platform.

**About Microland**

Microland's delivery of digital is all about making technology do more and intrude less. As we help enterprises move to nextGen technologies, we make sure this embrace of brilliance is predictable, reliable and stable. Incorporated in 1989 and headquartered in Bengaluru, India, Microland comprises more than 4,500+ digital specialists across offices and delivery centers in Asia, Australia, Europe, Middle East and North America.