



Supporting BAU and End Clients' ServiceNow Related Enhancements

Microland Client is a global provider of edge-to-edge Information Technology solutions and services for Fortune 1000 and SMB companies. Their core competencies focus on datacenter infrastructure, business continuity, monitoring, connectivity, collaboration, and cybersecurity.

The Client Need

Phase 1: Bidirectional 3 level integration with 2 clients

Phase 2: Process enhancements and ServiceNow Automation

The Migration Journey

Microland's Service Management team and automation team developed functions such as - REST API to push data from client's ServiceNow instance into Microland's SmartCenterSM. Developed SmartCenterSM connector to pull data from client's ServiceNow instance.

E-bonding end customer's ServiceNow instance with client's ServiceNow for bi-directional integration of Incident/Problem/Change/Service request modules using ServiceNow Instance Data Replication(IDR)/REST API scripting.

The project had 2 Phases:

Phase 1:

1. The client wanted to remove 3rd party integration tool between the 2 clients
2. Reduce Capex & Opex cost due to 3rd party integration
3. Integrate SMC Ticketing tool(Microland), and client's tools using REST integrations on ServiceNow
4. Reduce the integration latency time between all 3 levels down to less than 2 secs
5. Integrate Incident and Service requests modules between all 3 clients

Phase 2:

1. Automation of BAU work of client & ServiceNow best practices implementation
2. Process Enhancements of existing flows & reducing manual inputs

SCALE OF OPERATIONS

- 24x7 NOC Operations & SOC Operations with Incident\Problem\Change\Service request updates
- 1400+ Servers, 100 NW Devices, 5PB Storage, 400+ VDI users

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.