



## Automated 60% of service requests for a global tech leader through digital transformation

### About the Client



Founded in Japan in 1910, the client has evolved into a global technology company



Offers a diverse portfolio of businesses, including IT services, infrastructure systems, industrial equipment, and digital solutions



Operates across 100+ countries



Known for its innovative solutions, especially in IT, AI, and IoT

### Business Needs

Spearhead ITOM modernization across all group companies

Integrate disparate tools, systems, processes

Migrate BMC Remedy to the ServiceNow platform

Minimize manual intervention and automate repetitive processes

Develop and deploy a self-service portal with omnichannel support integration

Monitor the lifecycle of all ITSM processes

Discover and identify various configuration items (CIs) within data centers

Manage IT assets

### Solutions

- Enabled BYOD support to improve flexibility and productivity while ensuring security and compliance
- Facilitated seamless, real-time analytics to provide actionable insights
- Managed the asset lifecycle effectively, from requisition to disposition
- Fostered integrations to unify applications that were functioning independently
- Provided convenient self-service options
- Enhanced visibility into software license compliance



### Business Impact

- Automated 60% of service requests, resulting in a 35% decrease in service tickets**
- Achieved a 30% savings in IT support costs**
- Executed and tracked more than 1.6 million process tasks** with precision
- Implemented a **unified platform and standardized global processes**
- Boosted productivity** by delivering rapid resolutions and on-the-go support
- Increased efficiency** by ensuring integrated omnichannel support with better MTTR and real-time visibility
- Improved operational efficiency by 15%** through automation, insights, and a unified records system
- Boosted usability** through successful integration with existing systems and processes

## Cybage Hi-Tech



Automotive Retail



Customer Experience & Market Research



Digital Security



Enterprise Workflow Solutions & Rules Engine



Software Tools & Platforms



Social & Collaboration Platforms



Human Resource Management Systems

**Leading automation initiatives with ServiceNow to streamline operations**