

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 selfservice portal with omnichannel support integration

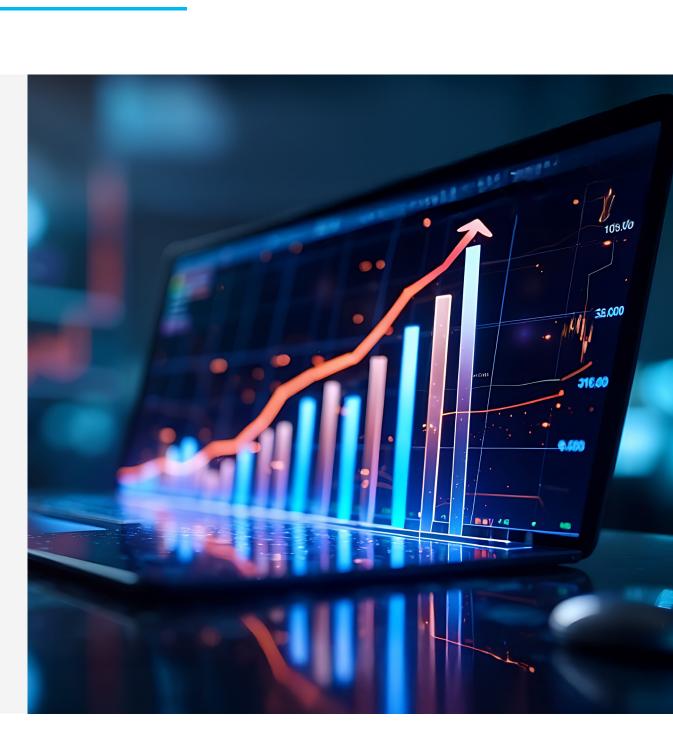
Monitor the lifecycle of all ITSM processes

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** 01 requests, resulting in a 35% decrease in service tickets
- **Executed and tracked more** 03 than 1.6 million process tasks with precision
- 05 delivering rapid resolutions and on-the-go support

Boosted productivity by

- Improved operational efficiency 07 by 15% through automation, insights, and a unified records system
- Achieved a 30% savings in IT support costs
- Implemented a unified 04 platform and standardized global processes
- **Increased efficiency** by ensuring 06 integrated omnichannel support with better MTTR and real-time visibility
- **Boosted usability** through 80 successful integration with existing systems and processes

Cybage Hi-Tech



Retail





Experience &



Digital



Enterprise Workflow



Software







Market Research

Security

Solutions & Platforms Rules Engine

Tools & Collaboration **Platforms**

Management Systems

Leading automation initiatives with ServiceNow to streamline operations