



Let's Solve



A Larsen & Toubro
Group Company



Case study

Enhanced UX, Reduction of Technical Debt for US-based Global Media Conglomerates

Client

The client is a US-based multinational mass media conglomerate.

Challenges

- Consolidation of data and merger of two ServiceNow instances into a unified instance.
- Creation of a single source of truth platform across the organization.
- Support & maintenance cost optimization.

LTI Solution

Performed re-architecture, development and implementation of existing functionalities.

Created 150 catalogs from child instance for SRM module.

Integration of platform with Verizon, SharePoint, WFDH, Getronics, Table API, Concert, AT&T e-bond, and CMP.

Use of Agile methodologies for re-architecture and development.

WFDH and concert integration to get the user data.

Migration of Catalog items from Workflow editor to Flow designer.

Implementation of new modules (Asset Management, PPM, GRC).

Migration of knowledge articles, CIs and templates.

Business Benefits



Reduction in efforts to maintain multiple instances, thereby reducing support cost by 3 FTEs.



Enhanced user experience through streamlined processes.



Reduction of customization through replacement with OOB functionalities, thereby reducing technical debt.

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