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Thread manufacturer attains 98% efficiency with ServiceNow

Elevating Efficiency and Innovating Operations for a Leading Industrial Thread Manufacturer

Strategic Transformation in IT Landscape for a Global Industrial Thread Leader

The world's leading industrial thread manufacturer, based in the UK, stands as a colossal player in the global market, with a sprawling presence in over 50 countries and a workforce of 17,000 employees. Their complex on-prem distribution of SAP landscape, with four geographical locations, 40+ TB of database and 300+ servers on AIX and Win posed significant challenges. These challenges included various security risks, the existing applications were on-premise and incurred high total cost of ownership (TCO). The infrastructure was traditional, the cloud adoption was minimal and there were scalability issues as well. The enterprise service management processes were decentralized across organization. The manual creation of tickets for onboarding users further introduced inconsistencies in data entry, errors, and duplication.

Innovating operations for enhanced efficiency and seamless support

Given these challenges, the client sought a partner to revolutionize their IT service management, driving operational excellence while minimizing risks and costs. Brillio's solution for the client was comprehensive and innovative addressing the business challenges and issues with the incumbent vendor while ensuring enhanced IT experience for end users. It involved the integration of operations leveraging the in-house brillioone.ai, especially the tool CLIP, enabling the monitoring and management of both SAP and Non-SAP applications. This was coupled with centralized ITSM (IT Service Management) processes for infrastructure and end CARE-user computing. Workflow-driven

approach was adopted to ensure efficient handling of all requests. The solution incorporated an integrated approach of leveraging the power of UiPath's Workflow Automation for service requests, combined with ServiceNow's ITSM (Incident problem, and change Management, Event Management) capabilities, to automate mundane tasks and processes, to enhance efficiency, and promote consistency. Multilingual Managed service support was provided for SAP & Non-SAP applications to cater to the user requests with 24X7 coverage. The languages included Mandarin, Spanish and Portuguese for Service desk.

With innovation, skilling, and technology at its heart, Brillio not only addressed the client's challenges but also propelled them towards a future of enhanced efficiency and competitiveness.

Catalyzing change towards a systematic strategy for reinventing IT Service Management
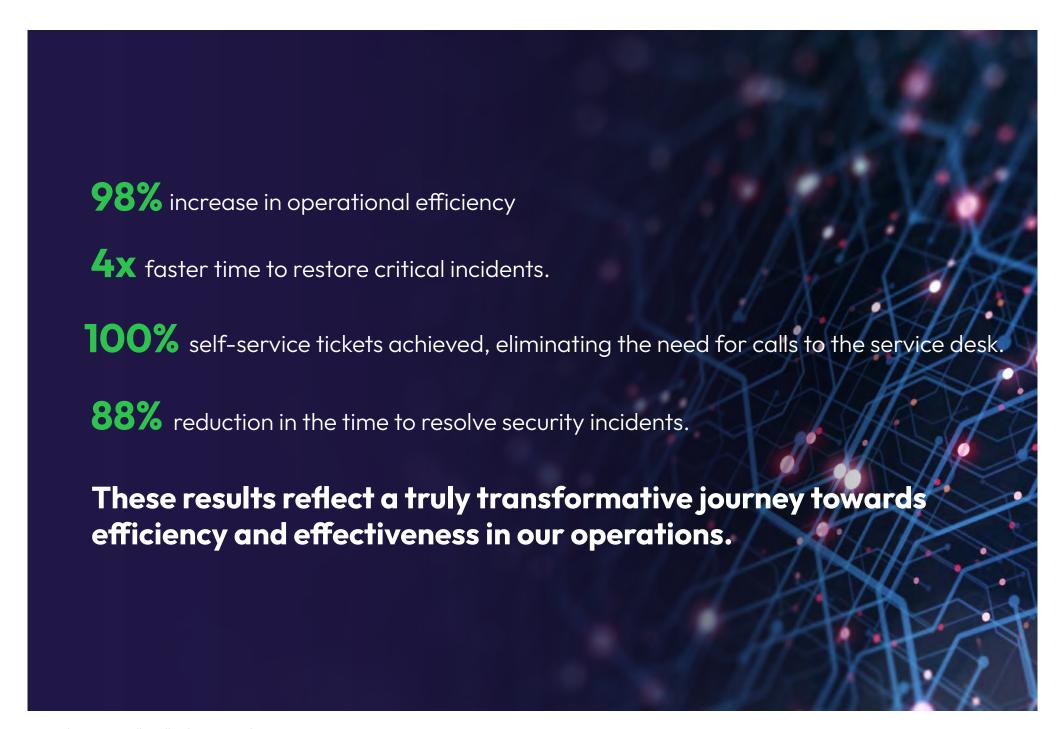
The deployment approach followed by Brillio was meticulous, starting with tools and assessments. The client was onboarded with the SAP suite, followed by an infra-assessment utilizing enterprise-grade tools such as Cloudamize, Movere, MAP, etc. ServiceNow was implemented to centralize processes and standardize tools globally. Along with this, various capabilities were incorporated as well for Auto Ticketing, Auto Escalation (based on escalation matrix). This was followed by the integration of ITSM with third party tools such as SAP Solution Manager and SolarWinds. Multiple persona-based dashboards in ServiceNow were created for different Leadership groups and other support groups to consume. These streamlined business operations by providing drill-down capabilities on KPI data and SLA information.

Beyond Limits: Brillio's Solution Driving Transformation and Operational Triumph

Brillio's partnership brought tangible and intangible benefits to the client, leading to streamlined operations, significant cost reductions, improved sustainability, faster time to value, and a remarkable return on investment. Through innovation, skilling, and technology, Brillio delivered a solution that not only addressed the client's challenges but also propelled them towards a future of enhanced efficiency and competitiveness. The results achieved were truly transformative. The client witnessed a staggering 98% boost in operational efficiency, a substantial 40% decrease in our infrastructure footprint, and a remarkable 60% reduction in our annual total cost of ownership (TCO). Service stability has seen a remarkable improvement, marked by an 80% reduction in service outages and a fourfold acceleration in our ability to restore critical incidents. Furthermore, our transition to a 100% self-service ticket system has eliminated the need for service desk calls, streamlining our support process. Security incidents have been resolved a whopping 88% faster, and we've achieved a 20% enhancement in first-level resolution (FLR) for application issues, enabling us to address 30% more application-related challenges. 98% improvement in operational efficiency.

Streamlined operations, significant cost reductions, improved sustainability, faster time to value, and a remarkable return on investment were some of the results that Brillio helped the largest thread manufacturer achieve.

98% increase in operational efficiency

4x faster time to restore critical incidents.

100% self-service tickets achieved, eliminating the need for calls to the service desk.

88% reduction in the time to resolve security incidents.

These results reflect a truly transformative journey towards efficiency and effectiveness in our operations.

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ABOUT BRILLIO

At Brillio, our customers are at the heart of everything we do. We were founded on the philosophy that to be great at something, you need to be unreasonably focused. That's why we are relentless about delivering the technology-enabled solutions our customers need to thrive in today's digital economy. Simply put, we help our customers accelerate what matters to their business by leveraging our expertise in agile engineering to bring human-centric products to market at warp speed. Born in the digital age, we embrace the four superpowers of technology, enabling our customers to not only improve their current performance but to rethink their business in entirely new ways. Headquartered in Silicon Valley, Brillio has exceptional employees worldwide and is trusted by hundreds of Fortune 2000 organizations across the globe.

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