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Insurance leader saves over £2 Million with ServiceNow

Implementing a strategic shift toward enhanced business agility, cost-savings, improved user satisfaction and adoption

With a global workforce exceeding 41,000 employees, the client stands as a leading provider of reinsurance, primary insurance, and insurance-related risk solutions. Renowned for its pioneering role in risk assessment, the organization is actively spearheading digital transformation across the international insurance landscape, continually enhancing its digital footprint. In its commitment to optimizing customer service, the company is dedicated to the expansion and diversification of its product and service offerings.

This proactive approach ensures comprehensive coverage against a spectrum of emerging risks, ranging from space rocket launches to cyber-attacks and pandemics. To navigate this dynamic landscape successfully, the organization remains steadfast in its pursuit to improve agility and equip itself with the tools and insights necessary to achieve its strategic objectives.

As an integral part of its digital infrastructure, the client endeavored to streamline its digital workflows and enterprise operations through ServiceNow. However, the ongoing ServiceNow implementation was poorly met by the business and IT functions, as well as clients, who faced challenges in navigating its interface, finding it difficult and inflexible, thereby leading to suboptimal business adoption.

In response to these challenges, the company embarked on a search for a strategic partner. The objective was to collaboratively implement a new, out-of-the-box ServiceNow instance, aligned with a business case agreed upon by stakeholders.

The existing ServiceNow instance was extensively customized, rendering the upgrade process highly complex, as well as financially burdensome to maintain.

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Seamless Integration: A Four-Month Successful Solution to a Legacy Challenge

Boasting a proven track record of successful project deliveries within the industry, coupled with robust context and domain expertise, Brillio emerged as the ideal candidate to lead the migration to a new ServiceNow instance. Capitalizing on a profound understanding of the client's platforms and ecosystems, Brillio aimed to empower the company to yield impactful results throughout the entire value chain for its customers.

This instance seamlessly integrated into client's internal processes and operational functions, marking a pivotal achievement in the ongoing enhancement of the company's digital infrastructure, as it successfully consolidated three previous instances, establishing a total of 12 integrations linking legacy systems with the new ServiceNow platform.

Moreover, the transition included the migration of the legacy Configuration Management Database (CMDB) to a unified and automated CMDB within the new ServiceNow instance. This transformation equipped the system to seamlessly support more extensive and automated service, asset, and configuration processes.

In parallel, the deployment of new processes played a vital role in bolstering the functionality of the ServiceNow modules, encompassing Incident, Problem, Change (IPC), Knowledge, and Request, contributing to an enhanced operational framework.

Additionally, a strategic move involved transitioning key partners from the legacy, proprietary platform to the new client platform, streamlining collaborative efforts, and positioning the organization for improved efficiency and effectiveness.

The collaborative efforts of both teams resulted in the swift implementation of a new global ServiceNow instance within a commendable four-month

Immediate Impact, Lasting Success: Strategic Savings, Future-Ready Framework, and Efficient Automation

Through this agile implementation, the collaborative efforts of the teams resulted in swift and substantial benefits for the client in its digital ecosystem.

The enhanced business adoption of the new ServiceNow implementation, coupled with expanded use cases and improved operational efficiency, translated into substantial savings, amounting to over 2 million pounds over three years.

Furthermore, customer satisfaction experienced a notable surge, attributable to the introduction of a service portal, representing the initial stride towards achieving a self-service model.

Noteworthy advantages encompassed upgradability and future-proof solutions, a reduction in service desk tickets, standardized and controlled processes, and the incorporation of major incident modules to bolster overall system stability. This multifaceted approach ensured that the client not only reaped immediate benefits but also positioned itself for sustained success and adaptability in the evolving digital landscape.

10,000 Tickets/Month Automated

7 Processes unlocked

12 Integrations enhanced

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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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