

Pulse by Brillio - Clarity at Speed, Impact at Scale



brillio

In today's dynamic business environment, enterprises are under pressure to transform – but often lack a clear path forward. Legacy systems, siloed operations, unclear ownership, and fragmented data slow progress, while the pace of business demands speed, agility, and measurable results.

Traditional transformation approaches are too slow, vague, or disconnected from execution. What's needed is clarity at speed – a way to align stakeholders, identify priorities, and activate change with confidence.

Introducing The Pulse Engagement

A Pulse Engagement is Brillio's insurgent approach to rapidly generating strategy, vision, stakeholder alignment, and executable transformation pathways.

We start by establishing a data-driven baseline of the client's current capabilities, then measures it against what good looks like using BrillioOne.AI – Brillio's proprietary framework, which includes a repository of best practices, benchmarks, and engineered IP.

The outcome is a clearly defined Future State and a prioritized roadmap to bridge the gap.

Brillio's Approach to Pulse – What Can You Expect?

Brillio's Pulse Engagement is designed to rapidly surface strategic opportunities and mobilize transformation. In just a few weeks, we deliver

actionable insights and a clear path forward, enabling you to align on priorities, secure buy-in, and accelerate impact.

- **Clear View of the Now:** Gain a concise, data-backed assessment of your current state – identifying quick wins and areas of untapped potential.
- **Vision for the Future:** Define a compelling, business-aligned future state that anchors your transformation efforts and energizes stakeholders.
- **Strategic Roadmap:** Receive a prioritized set of transformation pathways and workstreams, backed by a high-level implementation plan with indicative cost estimates.
- **Executive-Ready Narrative:** Arm your leadership team with a compelling, boardroom-ready story that drives alignment and action.
- **Evidence-Based Insights:** Access anonymized data, benchmarking, and analysis to validate the case for change and support informed decision-making.

Brillio's Pulse Methodology

Once the Pulse Engagement sets the vision, Brillio leverages a structured yet agile methodology to drive transformation from insights to self-sufficiency. Our approach is rooted in capability incubation – ensuring our clients adopt, scale, and sustain excellence.

1. **BrillioOne.AI:** The journey begins with BrillioOne.AI, a curated repository of prescriptive IP, runbooks, best practices, and pre-engineered components that accelerate solution development.
2. **Pulse:** A fast-paced discovery effort, it evaluates the client's current state against

BrillioOne.AI benchmarks, uncovering capability gaps and uncovering opportunity areas.

- 3. Roadmap Definition:** Using the insights from Pulse, we define a strategic and actionable roadmap – incorporating engineering activities, processes, and accelerators that pave the way to the desired future state.
- 4. Roadmap Execution:** Brillio executes the roadmap in an accelerated, collaborative manner, while also embedding the necessary skills and capabilities within the client's teams to ensure long-term value.
- 5. Self-Sufficiency:** Once the transformation goals are met, Brillio steps back. The client is now empowered, capable, and fully self-sufficient – with transformation sustained from within.

A Pulse Story in Focus: Transforming ITSM at Scale

How Brillio helped a global enterprise align strategy, stakeholders, and service in weeks

A global enterprise grappling with fragmented ITSM practices, unclear ownership, and inconsistent performance across regions partnered with Brillio for an accelerated solution. The client needed to align stakeholders, define a group-wide ITSM capability, and create a roadmap that delivered consistency, compliance, and measurable value.

With platforms like ServiceNow already in place, the client had a strong foundation – but struggled to unlock its full value. Disconnected processes, inconsistent adoption, and limited governance diluted the impact of their investments. The organization needed a unified strategy to align

stakeholders, standardize practices, and accelerate transformation.

The Pulse Approach

Brillio launched a full-scale Pulse Engagement to quickly assess the current state, benchmark it against best practices, and co-create a future-ready operating model.

Through 40 interviews with 70 stakeholders, we uncovered over 500 pain points – distilled into 126 validated issues across eight strategic themes. Using BrillioOne.AI, we combined deep analysis with real-world insights to define a future-state model tailored to the client's goals.

- 1. Current State Analysis** – Brillio's diagnostic revealed 120+ issues across the ITSM function – from limited process coverage and underused tooling to weak governance and fragmented data. Automation was minimal, and reporting lacked consistency. The analysis confirmed the need for structure, alignment, and a clear path forward.
- 2. Defining the Future State** – Together with client leaders, we designed a scalable, service-oriented ITSM mode. It featured codified knowledge, federated governance, and maturity benchmarks across key pillars. Automation, self-service, and integrated reporting were positioned to drive agility, ROI, and long-term performance.
- 3. Building the Roadmap** – The strategy was brought to life through a phased roadmap. Initiatives were sequenced across ITSM domains like Incident, Change, SACM, and Knowledge Management. Tooling integration – including ServiceNow, Cloud, and AI, were structured for impact. Governance, delivery, and measurement frameworks ensured progress was strategic and sustainable.

Measurable Impact:

1. **4.74 million pounds**
2. **19x Return on Investment**

Pulse in Action Across Industries

Real transformation. Real impact.

While the ITSM transformation illustrates the full scope of a Pulse Engagement, Brillio has delivered rapid, high-impact outcomes across a wide range of industries and functions – from insurance and manufacturing to retail and financial services through a focused, fast-paced Pulse Engagement that aligned stakeholders, uncovered gaps, and delivered a clear, actionable roadmap for transformation.

Here's a snapshot of what Pulse looks like in action across different domains:

Insurance Leader Saves £2M with ServiceNow Modernization

Brillio helped a top global insurance provider replace its outdated, heavily customized ServiceNow platform with a scalable, out-of-the-box solution – deployed globally in just four months. The project consolidated three legacy instances, integrated 12 enterprise systems, and implemented core ITSM modules and an automated CMDB.

Impact:

- £2M savings over 3 years
- 10,000 monthly tickets automated

Boosting Compliance and Visibility for a Global Financial Services Firm

A US-based financial provider leader turned to Brillio to modernize its fragmented IT asset management. By integrating Software and Hardware Asset Management into a centralized ServiceNow framework, Brillio enabled full ITSM-ITAM integration and automated data flow.

Impact:

- 40% improvement in compliance and control
- 100% integration across ITSM and ITAM

Streamlining Multi-Cloud Operations for a Major Retailer

To manage a growing multi-cloud environment across Azure, AWS, and GCP for a top North American retail chain, Brillio built a unified ServiceNow-based self-service portal. ITSM and ITOM modules enabled real-time control, resource optimization, and consistent space delivery.

Impact:

- \$2M in annual cost savings
- 80%-unit test coverage for improved stability and QA

Modernizing IT Operations for a Global Manufacturer

Faced with frequent outages and slow resolution times, the world's largest producer and distributor of sewing thread and supplies partnered with Brillio to deploy ITSM, ITOM, HR Service Delivery, and Field Management via ServiceNow. Intelligent event correlation and automation using UiPath improved operational efficiency and consistency.

Impact:

- 80% reduction in service outages
- 4x faster incident restoration

Driving Control & Compliance with a Centralized CMDB

Amid rising regulatory demands, a leading global financial institution partnered with Brillio to implement a centralized CMDB on ServiceNow, powered by ITOM Discovery. Delivered across 30+ sites, the solution enabled real-time configuration tracking and set the stage for broader ServiceNow expansion.

Impact:

- Delivery timeline cut from 15 months to 9
- 99% automated discovery of critical IT components





ABOUT BRILLIO

Brillio is one of the fastest growing digital technology service providers and the partner of choice for many Fortune 1000 companies seeking to turn disruptions into competitive advantages through innovative digital adoption. We help clients harness the transformative potential of the four superpowers of technology: cloud computing, Internet of Things (IoT), artificial intelligence (AI) and mobility. Born digital in 2014, we apply our expertise in customer experience solutions, data analytics and AI, digital infrastructure and security, and platform and product engineering to help clients quickly innovate for growth, create digital products, build service platforms, and drive smarter, data-driven performance. With 14 locations across the US, the UK, Romania, Canada, Mexico, and India, our growing global workforce of 6,000 Brillians blends the latest technology and design thinking with digital fluency to solve complex business problems and drive competitive differentiation for our clients. Brillio was certified by Great Place to Work® in 2021, 2022, 2023, and 2024.



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