brillio

ITSM Overhaul Drives Efficiency for a Global Insurer

Simplifying Service Management
through ServiceNow for a more Agile,
Resilient Enterprise

Established over 300 years ago, the client is one of the world's oldest general insurers, providing peace of mind to individuals and protecting businesses of all sizes from uncertainty. With a strong presence in the UK, Ireland, Europe, and the Middle East.

An Outdated ITSM System Hindering Efficiency

To maintain its competitive edge, a strategic ITSM modernization approach was necessary to take back control of their ITSM processes and platform – and by doing so also enhance efficiency, improve data quality, streamline operations, and optimise costs. Prior to engaging, the client had an existing ServiceNow implementation, initially migrated as a 'lift and shift' transition from Remedy six years prior. This instance of ServiceNow had become outdated and inefficient and suffered from data inaccuracies, process complexities, and limited functionality had resulted in operational challenges.

Significant inefficiencies were present due to the absence of ITSM and ITOM Pro modules, which restricted operational effectiveness. Separate processes and tools were being used by Central Support, introducing unnecessary complexity. Additionally, the CMDB contained outdated and duplicate records, attributed to an unreliable data feed.

The client was unable to gain meaningful performance insights to help drive strategic service quality improvements.
Recognizing the need for deep expertise, Brillio was selected as a strategic partner. Brillio conducted a comprehensive assessment of their legacy IT landscape and developed a roadmap to address technical debt and modernize the ITSM framework, ensuring a future-ready, scalable, and efficient platform.

An aging and fragmented ServiceNow implementation, riddled with inefficiencies and data issues, was limiting visibility, agility, and cost control across the ITSM landscape.

A Structured ITSM Transformation Approach

To ensure a seamless transformation, Brillio conducted a comprehensive pulse of the client's existing ITSM landscape, gathering insights from policies, processes, KPIs, and stakeholder feedback. Leveraging ServiceNow's out-of-the-box capabilities, Brillio identified opportunities to enhance functionality while reducing complexity. Best practices from similar organizations, along with established industry frameworks such as ITIL 4 and SIAM, were applied to create an effective and scalable target state and transformation strategy.

A governance framework was introduced, refined in collaboration with key stakeholders and third-party suppliers. This iterative approach allowed adjustments to be made, ensuring alignment with their business objectives. A hybrid waterfall approach facilitated a structured yet flexible transition to an agile and efficient ITSM environment.

Brillio streamlined the ServiceNow platform, creating a unified CMDB for enhanced data accuracy. ServiceNow discovery tools were leveraged to improve visibility into client's IT estate, while an ITSM training program was rolled out to foster adoption and enhance user competency. A continuous measurement framework was also established to assess the value of ITSM investments and drive ongoing process improvements.

The transformation delivered measurable gains – from faster service delivery and reduced operational risk to enhanced user satisfaction and lower total cost of ownership.

Cost Savings and Best-in-Class Processes Through Modernization

Through this transformation, the client's ITSM function was equipped with world-class tooling and best-in-class processes, enabling seamless integration with operations teams, application development groups, and end users. Greater agility, faster change implementation, and an enhanced user experience were achieved while reducing the overall cost of ownership.

- **Operational Efficiency:** Automation and integration eliminated redundancy, reduced waste, and improved cost-effectiveness.

- **Agility & Standardization:** Faster response times and streamlined processes improved service delivery and flexibility.

- **End-User Experience:** Service stability, better communication, and reduced MTTR enhanced user satisfaction.

- **Risk Reduction:** Strengthened governance and a single system of record improved compliance and operational stability.

brillio

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.

https://www.brillio.com/
Contact Us: info@brillio.com