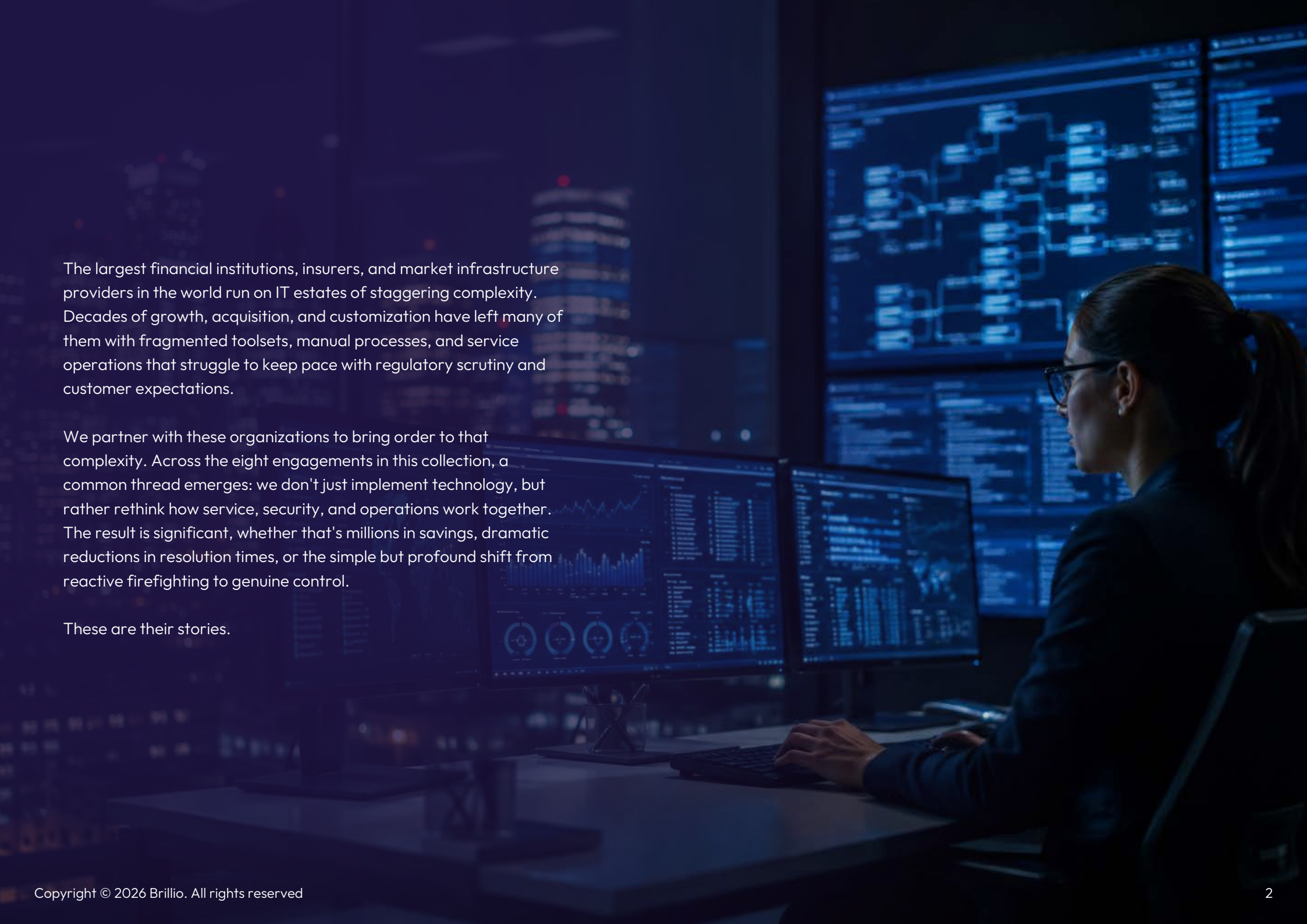




The new operating standard **for enterprise service management**

Eight transformations across banking,
insurance, and financial markets

brillio



The largest financial institutions, insurers, and market infrastructure providers in the world run on IT estates of staggering complexity. Decades of growth, acquisition, and customization have left many of them with fragmented toolsets, manual processes, and service operations that struggle to keep pace with regulatory scrutiny and customer expectations.

We partner with these organizations to bring order to that complexity. Across the eight engagements in this collection, a common thread emerges: we don't just implement technology, but rather rethink how service, security, and operations work together. The result is significant, whether that's millions in savings, dramatic reductions in resolution times, or the simple but profound shift from reactive firefighting to genuine control.

These are their stories.



A global reinsurer reclaims its platform

A leading global reinsurer had a ServiceNow problem that many large enterprises will recognize. Their instance had been customized so heavily that it became difficult, complex, and costly to upgrade. Worse, they were running multiple instances built on a locked-down vendor blueprint, tied to an End-of-Life version they couldn't easily escape. The legacy configuration management database was unproductive, the platform was poorly perceived by both business and IT, and adoption suffered as a result. It was expensive to run and inflexible to use, a combination that quietly drains both budgets and confidence.

We implemented a new global ServiceNow instance in just four months, integrating it tightly with the reinsurer's internal processes and operational functions. We consolidated three previous instances into one, built twelve integrations between legacy systems and the new platform, and migrated the legacy CMDB into a single automated database ready to support a far more extensive and automated service, asset, and configuration process. New modules for Incident, Problem, Change, Knowledge, and Request went live, and we moved key partners off the old proprietary platform onto the new client-owned one.

The transformation gave them their platform back, and the numbers told the story:

Savings of £2m

over three years

Service desk volumes of more than

10,000 tickets per month

no longer needing manual chasing, thanks to automated end-user communication

Tool consolidation

process standardization, and full supplier transparency

Seven processes unlocked

and more than 1.5m configuration items brought under control

A single source of truth

for data, with no vendor lock-in, driving genuine digital transformation



A top insurer builds a single source of truth

A major global insurer was wrestling with sprawl. Multiple ITSM toolsets were in use, each with its own processes, and tooling was tied into an outsourcing agreement that created vendor lock-in. Discovery coverage was limited, the CMDB was maintained by hand, and service maps were paper-based and manually updated. Requests saw little automation, and there was no platform governance, demand management, or roadmap capability to speak of.

We consolidated their multiple ITSM processes into a single, globally consistent set, and brought their fragmented toolsets onto one out-of-the-box ServiceNow instance. We rolled out discovery across the entire IT estate, developed automated service maps, introduced zero-touch request automation, and embedded a proper platform demand and governance model.

What they gained was clarity and ownership:

A client-owned, single instance

of ServiceNow managing globally aligned ITSM processes

Significant operational efficiency gains

and reduced manual effort

A single source of truth

for CMDB data covering the entire IT estate

Improved business perception

of IT, backed by better CSAT scores

An out-of-the-box, best-practice implementation

that makes future upgrades simple



A reinsurer delivers end-to-end vulnerability management

A global reinsurer had no single pane of glass for vulnerabilities across its IT estate. Remediation was heavily manual and spreadsheet-driven, and critically sensitive data was being emailed around, creating real information security risk. Without service context, remediation activity was reactive, unstructured, and slow.

We integrated ServiceNow with Tenable to deliver an end-to-end vulnerability response process. We configured groupings to automatically prioritize and assign remediation tasks, leveraged out-of-the-box capabilities to future-proof the solution and ensure upgradeability, and built a suite of reporting and management information to measure and manage the process in real time.

The shift was from chaos to accountability:

Full transparency of ownership and accountability

for every vulnerability across the IT estate

Improved intelligence

using contextual service data to accurately target and prioritize

Clear, irrefutable evidence

to satisfy audits and investigations

Significant operational efficiency

through automation of previously manual steps

Sensitive vulnerability data managed securely

within a restricted platform, with the entire vulnerability lifecycle tracked through the ServiceNow SecOps module



A market infrastructure provider rebuilds its service desk

A major financial market infrastructure provider had a service desk that was failing both internal and external clients. Customer satisfaction was low, support quality was dragging on the business, and limited access to a high-quality service desk was capping profitability. Poor data quality raised audit and compliance risk, and the absence of a clear CMDB roadmap, paired with difficulty adopting IT service tools, was holding progress back.

We took a people-and-process approach. We strengthened the existing team by onboarding talented junior service desk analysts, and we co-created a high-level training program with a management structure designed to close gaps in skills and process. We enhanced the ITSM function by developing knowledge and capability within the team itself, and provided recommendations to improve the underlying service desk processes.

The impact landed across quality, experience, and hard operational metrics:

Onshore, cost-effective, vetted talent

delivering high-quality service aligned to business needs

A better customer experience

reflected in improved CSAT scores

More than 6,000 calls handled

in six months, demonstrating real operational scale

A roughly 25% reduction

in mean time to resolve tickets

An approximately 870% increase

in knowledge articles, dramatically expanding self-service for both the team and end users



A global investment bank turns compliance into control

A global investment bank faced a serious problem: regulatory non-compliance, stemming from a lack of documentation of global processes, had already resulted in a significant fine and negative press. Their processes were manually intensive due to poor operational integration across key toolsets, their ServiceNow instance was so heavily customized it created unnecessary risk and overhead, and there were no defined global process owners.

We began with a detailed current-state analysis that highlighted improvement areas and identified quick wins. Our expert team created a future-state roadmap grounded in industry best practice and guiding principles, aligning stakeholders across the organization. We provided the technical capability to begin executing against that roadmap, identified areas of potential non-compliance in the IT Asset Management process along with mitigations, and launched a workstream to standardize global processes and capture the quick wins.

They moved from exposure to control:

100% integrated

ITSM and ITAM systems

40% better

compliance control

Full understanding

of their current-state ITAM process,
now driving a major remediation program

Clear visibility

of the roadmap needed to meet regulatory
compliance standards

A two-to-three-year program

now underway and aligned to the regulatory timeline, with several opportunities identified to reduce overheads and continuously improve efficiency



A global bank transforms its support operations

A global bank was buried under repetitive, manual work. Nearly 40% of tickets revolved around access and account issues, processes were overcomplicated with too many irrelevant questions, and limited PHI data visibility restricted teams from seeing the latest status. Production support processes differed across groups, and inefficient use of dashboards and reports left teams without insight.

We enhanced the website's help sections to improve self-service for common issues like password resets and account changes, and built a customer portal for ticket monitoring, tracking, and action, giving users real transparency. We introduced automation to streamline ticket routing and categorization, implemented customized reports, dashboards, and integrations to improve visibility and protect sensitive data, and optimized workflows to accelerate resolution.

The impact was felt across the support function:

Roughly 30% reduction

in call volumes through automated routing and assignment

Around 50% increase

in customer satisfaction, with more tickets closing in a single session

Approximately 25% reduction

in resolution time

Scalable categorization

through configurable fields

Seamless system integration

between ServiceNow and JIRA, improving collaboration and speeding incident resolution, with performance monitoring to drive continuous improvement



A global insurer proves service mapping is achievable

For a global insurer, Service Mapping wasn't a fresh start. Previous attempts to implement Service Mapping had failed, so any new solution had to be proven achievable and shown to deliver value quickly. The stakes were high: the goal was to meet regulatory and B2B client audit requirements, and the customer simply didn't have the internal skills and knowledge to get there alone.

We performed a rapid analysis of their existing mapped application services and identified improvements to the discovery setup. We pinpointed service owners for 22 critical services and ran workshops with each owner's team to gather key technical information and entry points. We set up additional MID servers, including Nmap capability, to overcome poor discovery performance and speed up future mapping. We then mapped all 22 critical applications using ServiceNow Service Mapping layered over Discovery, reviewed the maps with service owners, remediated as needed, and built a Common Service Data Model structure aligned to ServiceNow best practices, so the maps would automatically stay current as on-prem and cloud infrastructure changed.

We proved it could be done, and gave them lasting control:

Data structures and automations

that meet key regulatory requirements

Reduced manual effort

through automatic map updates as infrastructure changes

Control and clarity

over critical services, with visibility to quickly identify cross-process impacts

Upgradeability and future-proofing

through an established CSDM



A leading insurer automates away the repetitive work

A global insurer was losing time and money to repetitive, manual ticket handling, password resets, data issues, and user provisioning chief among them. These processes were resource-intensive and lacked automation, creating persistent inefficiency.

We implemented a core-flex model. A self-service catalog built on ServiceNow streamlined processes and improved the user experience, while an RPA solution automated common repetitive tickets to cut manual effort. The implementation spanned ITSM, ITAM, and GRC/IRM modules, giving the insurer an integrated foundation for service, asset, and risk management.

The efficiency gains were direct:

A 21% reduction

in costs over three years

A 50% reduction

in incidents related to password resets, data issues, and user provisioning

ABOUT BRILLIO

Brillio is a digital technology services company that drives AI-first engineering and design-led experiences for global enterprises. Born digital in 2014, its consulting-led services span Customer Experience, Data & AI, Product Engineering, and Digital Infrastructure. With an industry-leading NPS of 71, Brillio accelerates time to market through its proprietary BrillioOne.ai platform, powered by AI-ready talent with deep domain expertise.

Brillio is the official Digital Transformation Partner and the official Data and AI Services Provider of Atlassian Williams Racing. Brillio partners with leading technology providers including Microsoft, AWS, Google Cloud, Salesforce, Adobe, Databricks, and Snowflake and operates with 6,000+ “Brillians” across 15 global delivery centers. Consistently recognized as a Great Place to Work® since 2021, Brillio blends innovation, talent, and purpose to deliver measurable outcomes for clients and fulfilling careers for employees.



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