

Case study

ONE OF THE  
BIG FOUR

# ServiceNow CMDB Service Mapping and Change Management Implementation

Infopulse calculated TCO of the client's CMDB applications and helped improve CMDB data quality

infopulse

Client: One of Big Four

Industry: Professional Services

Location: USA

Employees: 100 000+



## Client Background

*One of a leading audit and professional services firms that supports clients globally by providing a full range of consulting, risk management, legal, tax, and financial advisory services.*

## Business Challenge

Our customer obtains a large IT infrastructure with multiple applications, servers, databases located on premise or on Azure and AWS. It was essential to calculate the TCO of all applications in their existing ServiceNow CMDB and automate discovery of available application services.

To successfully implement CMDB Service Mapping and Change Management, our experts had to handle the following technical challenges:

- The existing customer's CMDB relied on manually added, out-of-date, and poor data quality.
- CMDB records were only horizontally discovered without addressing connections and dependencies between objects.
- Each application had unique requirements in terms of encryption, authentication/authorization, etc.

## Solution

- Infopulse team implemented ServiceNow Service Mapping to automatically discover all application services based on the specific patterns.
- Calculated TCO of ServiceNow CMDB applications and new project implementation.
- Provided a comprehensive dynamic map of all the customer's devices, applications, and configuration profiles.
- Automated the process of updating CMDB records.
- Enforced Change Management procedures to approve all CMDB changes.
- Built an effective communication channel to contact owners of added CMDB applications and proactively fix any discovered issues.



## Business Value

- Enabled a continuous service improvement process of CMDB records.
- Calculated TCO allowed for greater cost savings and smarter purchasing decisions.
- Due to introduced Change Management procedures, all CMDB data is already up-to-date, accurate, structured, and of high-quality.
- The established communication channel simplified troubleshooting of issues.
- With a streamlined CMDB, the customer can now implement Event Management allowing to identify health issues across the datacenter on a single management console.

## Technologies

ServiceNow

JavaScript

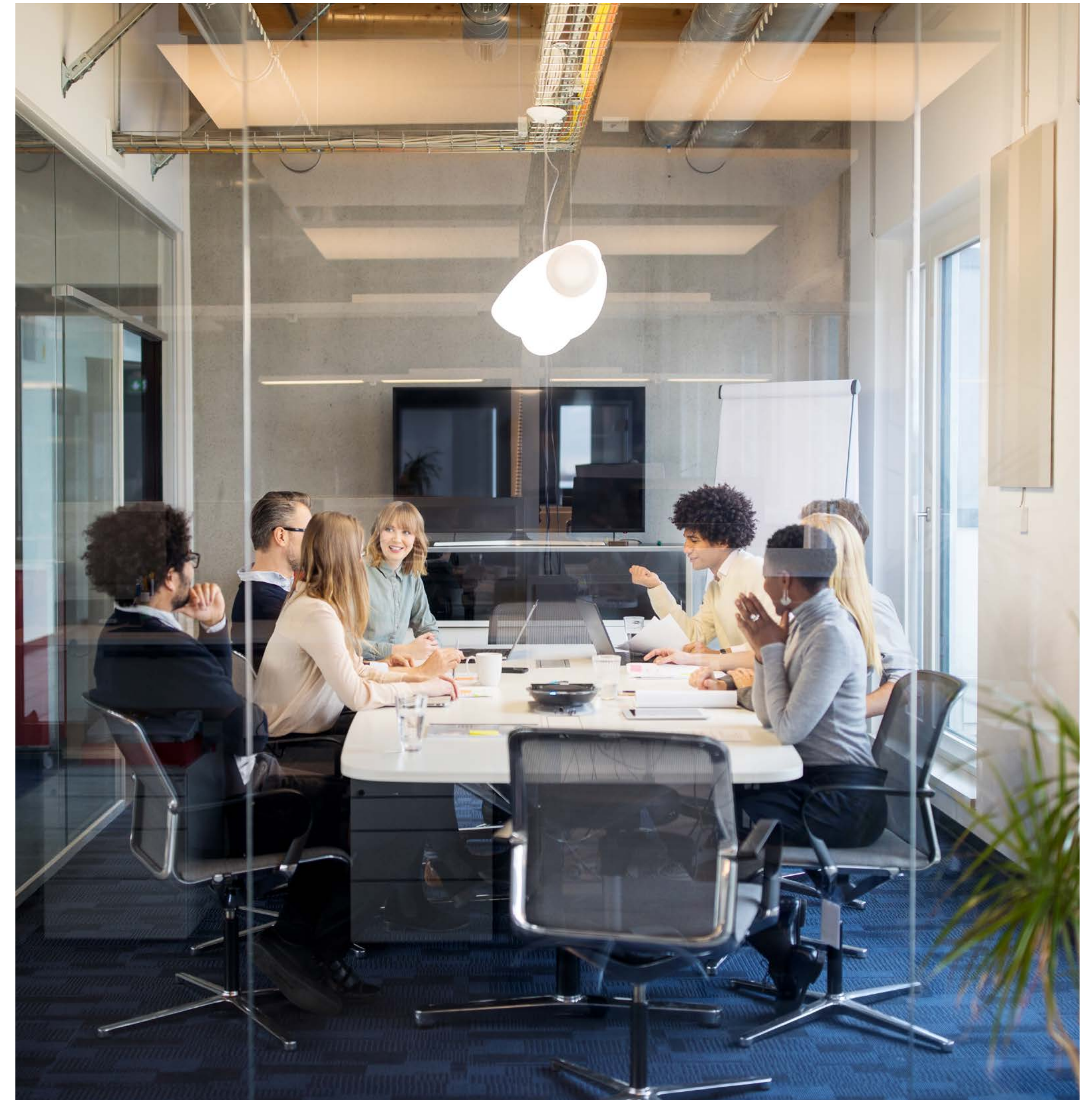
XML

MS SQL

## Facts

Team: 9 FTE

Duration: 1 Year







## About infopulse

Infopulse, part of the leading Nordic digital services company TietoEVRY, is an international vendor of services in the areas of Software R&D, Application Management, Cloud & IT Operations, and Cybersecurity to SMEs and Fortune 100 companies across the globe. Founded in 1991, the company has a team of over 2,000 professionals and is represented in 7 countries across Europe and North America. Infopulse is trusted by many established brands, such as BICS, Bosch, British American Tobacco, Citrix, Credit Agricole, ING Bank, Gorenje, METRO Cash & Carry, Microsoft, Mondelez, OTP Bank, Raiffeisen Bank Aval, SAP, UkrSibbank BNP Paribas Group, VEON, Vodafone, and others.

For more information, please visit

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