

Introduction

The client is an industry-leading global supplier to Automotive Original Equipment Manufacturers (OEM’s) for infotainment systems and advanced connected car solutions. It is a subcontractor to most major auto manufacturers, including Ford, GM, Chrysler, Daimler, Fiat, Tesla, Honda, Toyota, and Nissan.

Beyond technology and engineering innovation across diverse industries, the client focuses on delivering exceptional consumer experiences in infotainment systems, vehicle sensors, connectivity, autonomous driving, and audio.



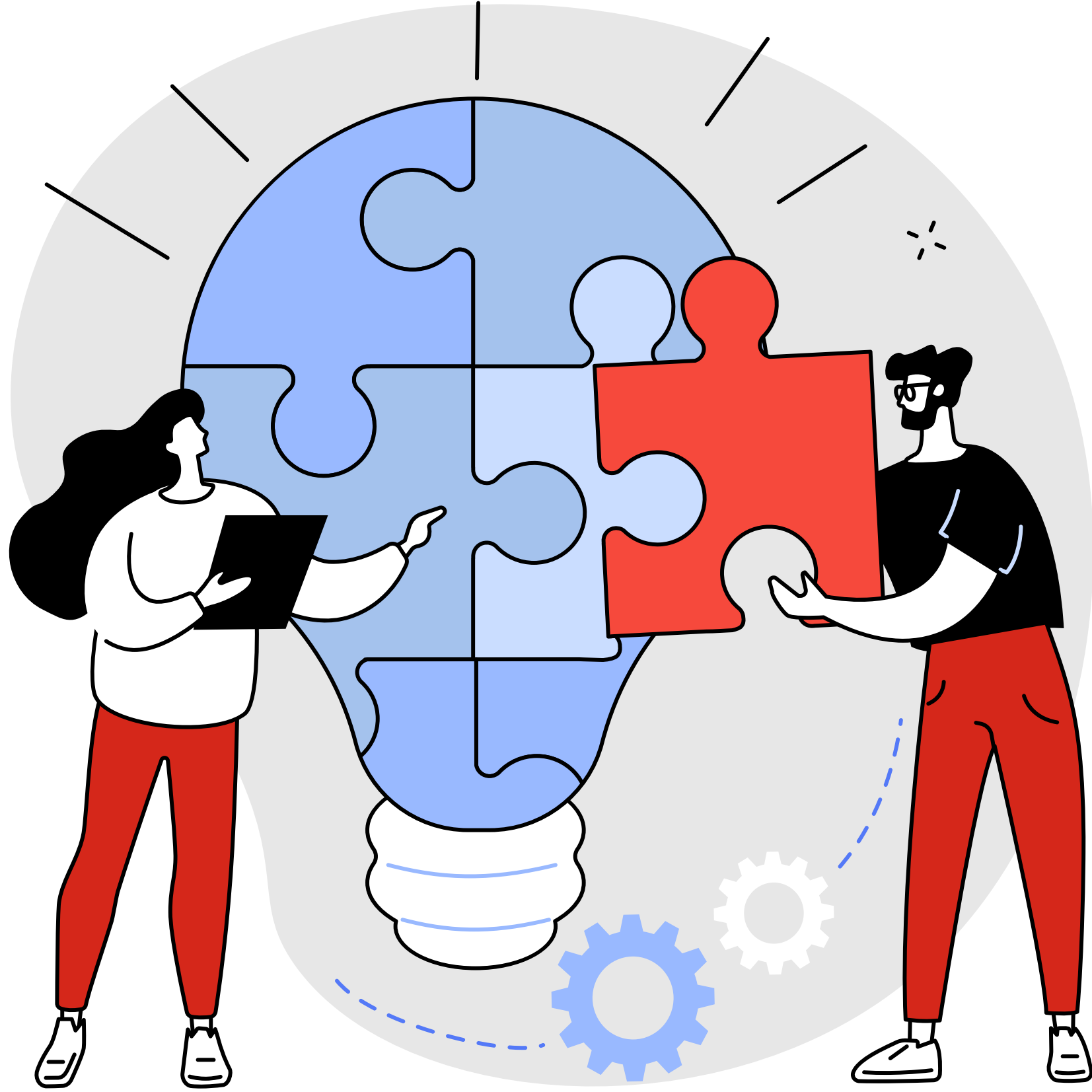
Problem



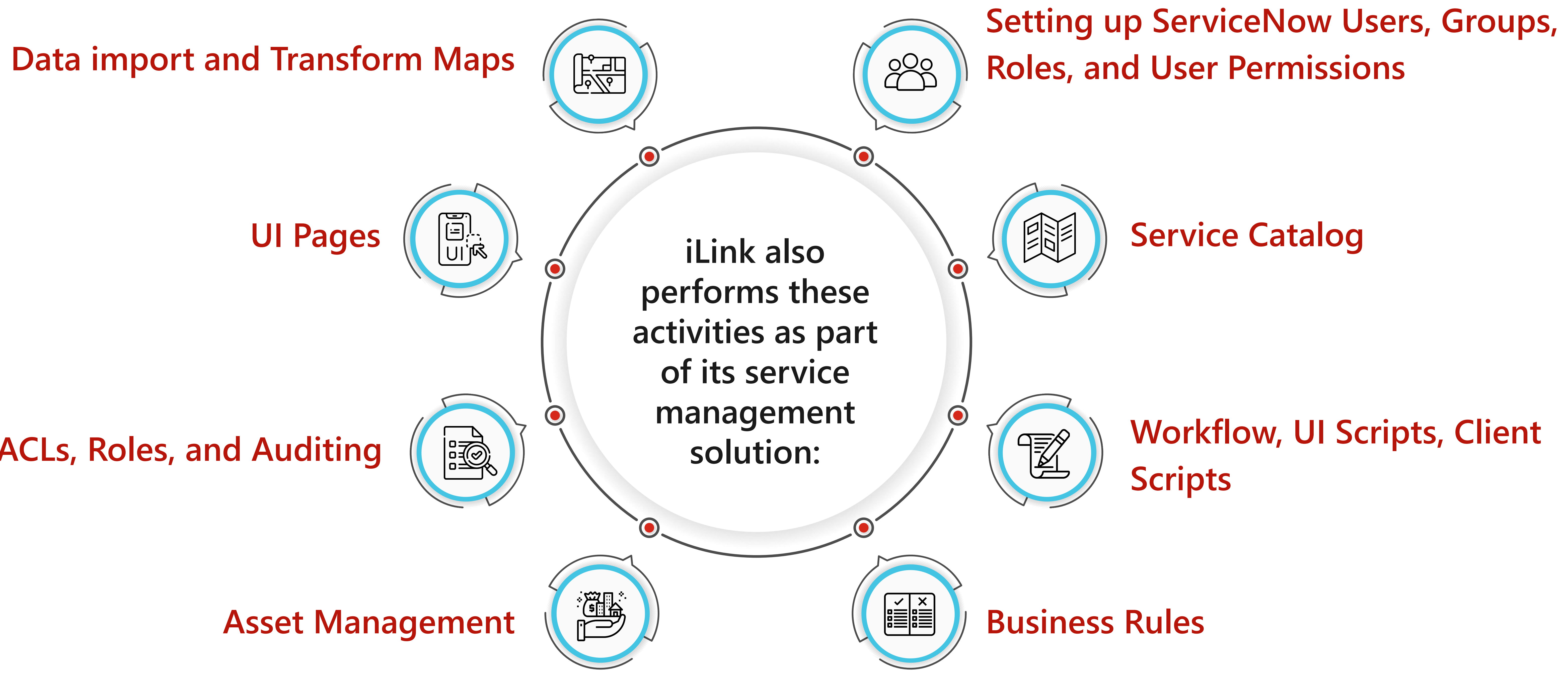
The client had its IT operations and service management in an in-house system. However, this system is not easily customizable and doesn’t natively support ITSM processes. Also every department had its custom apps/solutions thereby adding to the complexity of the cross-enterprise collaboration.

iLink’s Solution

iLink helped build the ServiceNow platform for the client, thereby enabling the complete migration into the new system and implementing various service modules including Service Portal, Service Catalog, Incident Management, Change Management, Asset Management and enabling the client to perform strong service level management with defined SLO and SLA.



In addition, iLink is also responsible for the maintenance and continuous management of the ServiceNow platform at the client by resolving tickets, creating custom workflows for continuously evolving business needs, administering user accounts and system access, and implementing business logic for various use cases spanning multiple departments from HR, Finance & Operations.



iLink’s Solution

- End-to-end ServiceNow Management from discovery to migration to continuous improvement
- Help the client to streamline Service Management
- Monitor and improve on MTTR for ticket resolution
- Integrated with HR system to enable better employee onboarding experience.
- Seamless cross-functional workflow: from operations to HR to Legal to Finance, thereby reducing turnaround time and confusion.
- Customized SNOW platform apps catering to the unique business needs of the client, thereby reducing custom solutions significantly.
- Sunsetting legacy apps that were unmanaged.
- Binding tight integration with organizational asset data by performing asset management

