

STREAMLINING SERVICE MANAGEMENT FOR AN INDUSTRY- LEADING AUTOMOTIVE SUPPLIER



OBJECTIVE:

The client is an industry-leading global supplier to Automotive Original Equipment Manufacturers (OEMs) for infotainment systems. They focus on delivering exceptional consumer experiences in infotainment systems, vehicle sensors, connectivity, autonomous driving, and audio technologies.

The objective of the project was to replace the existing in-house IT operations and service management system with a robust and customizable solution that supports their unique business needs, streamlines service management processes, and enhances cross-department collaboration.

PROPOSED SOLUTIONS AND FEATURES:

To address the client's challenges and achieve their objectives, iLink Digital proposed the implementation of the ServiceNow platform, providing the following solutions and features:



End-to-End ServiceNow Management:

Discovery: Conducted a thorough analysis of the existing system and identified the requirements for the new ServiceNow platform.

Migration: Enabled the complete migration from the in-house system to ServiceNow, ensuring a smooth transition of data and processes.

Continuous Improvement: Implemented a continuous improvement plan to optimize service management processes and adapt to evolving business needs.



Service Management Streamlining:

Service Portal: Developed a user-friendly service portal for employees to access and request services, improving the overall service experience.

Service Catalog: Created a comprehensive service catalog with predefined offerings, enabling standardized and efficient service requests.

Incident Management: Implemented incident management workflows to streamline the handling and resolution of IT issues.

Change Management: Established change management processes to ensure controlled and efficient handling of system changes.

Asset Management: Implemented asset management capabilities to track and manage organizational assets effectively.



Strong Service Level Management:

Defined SLO and SLA: Established Service Level Objectives (SLOs) and Service Level Agreements (SLAs) to ensure service quality and performance.

Monitor and Improve MTTR: Implemented processes to monitor and improve Mean Time to Resolution (MTTR) for faster ticket resolution.



Seamless Cross-Functional Workflow:

Integration with HR System: Integrated the ServiceNow platform with the client's HR system to enable better employee onboarding experiences and synchronized data across departments.

Cross-Departmental Workflow: Created customized workflows that seamlessly connect operations, HR, legal, and finance departments, reducing turnaround time and improving collaboration.

BUSINESS VALUE:

The implementation of the ServiceNow platform by iLink Digital brought significant business value to our client:

Improved Service Management:

Streamlined service management processes reduced complexities and improved efficiency in handling IT incidents, changes, and asset management.

Enhanced User Experience:

The user-friendly service portal and standardized service catalog improved the overall experience for employees, enabling self-service and quick access to services.

Faster Issue Resolution:

Monitoring and improving MTTR led to faster ticket resolution, minimizing downtime, and increasing productivity.

Cross-Department Collaboration:

Seamless cross-functional workflows improved collaboration and communication among departments, reducing confusion and improving overall operational efficiency.

Customization and Scalability:

Customized ServiceNow platform apps and workflows catered to the client's unique business needs while allowing for scalability as their business grows.

Reduction in Custom Solutions:

Customized SNOW platform apps and integrations reduced the reliance on custom solutions, simplifying maintenance and reducing costs.

CONCLUSION:

iLink Digital successfully enabled our client, an industry-leading automotive supplier, to streamline their service management processes with the implementation of the ServiceNow platform. By leveraging the capabilities of ServiceNow, our client achieved improved efficiency, enhanced user experiences, faster issue resolution, and better cross-department collaboration. iLink Digital's expertise in ServiceNow implementation, customization, and ongoing support ensured the successful transition and continuous management of the platform, bringing long-term value to our client's business operations.