

CASE STUDY

Unlocking Enterprise Efficiency with ServiceNow



Working with the world's largest entertainment company, FPT Software drives operational efficiency with ServiceNow platform to simplify processes and optimize IT support.

| THE CLIENT

Based in the USA, the client is one of the world's largest media conglomerates, television networks, film TV, media services and entertainment company. Our client strives to deliver innovative entertainment services and multi-platform experiences across wireless devices, TV, and PC. Through advanced technologies, the client aspires to revolutionize the media sector and drive customer experience.

| BUSINESS CONTEXT

The client had partnered with FPT Software since the beginning of their digital transformation journey, incorporating ServiceNow, a cloud-based IT Business Management platform. ServiceNow helped our client increase IT productivity by simplifying operations and improving employee experience. However, our client realized that they had not fully capitalized on ServiceNow IT capabilities. They decided to once again seek FPT Software's consultancy to restructure their existing platform, creating a more agile way of doing business.



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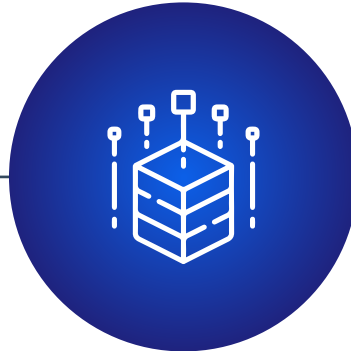
| FPT SOFTWARE'S SOLUTIONS

After a thorough review of our client's ServiceNow infrastructure, FPT Software forged a scope of work with clear deliverables, timeline, and a comprehensible technology roadmap to facilitate the project. FPT Software deployed a blended shore team with experts working in Slovakia and the USA to provide hands-on support and 3rd party integration. Restructuring our client's existing ServiceNow platform allowed them to automate monitoring and maintenance operations:



Service Portal

FPT Software created a user-friendly web portal with a visual matrix of available IT services. The new portal provides an overview of current open incidents and ranks them according to priority and state, allowing the IT department to provide support faster and more efficiently.



Asset Management and Discovery

ServiceNow has the history, status, and location of every IT asset. It continuously examines the entire IT infrastructure to update new information into the asset catalog, subsequently reducing inventory-related costs.

| VALUES

- Reduced costs by optimizing IT support operations and efficiently allocating assets.
- Improved IT service availability by automating repetitive tasks
- Increased IT support productivity by simplifying IT infrastructure and 3rd party integration
- Enhanced end – users and IT support agents' experience
- Boosted employees' satisfaction and productivity



Incident, Event & Knowledge Management

The platform automatically monitors failures in the IT infrastructure to remove minor malfunctions and identify issues that require immediate support. After each incident, details and resolutions are accumulated and shared with the IT support as well as end-users for future prevention.

| DISCLAIMER

FPT Software is a global technology and IT services provider headquartered in Vietnam, with more than USD 600 million in revenue and 22,000 employees in 26 countries. As a pioneer in digital transformation, the company delivers world-class services in Smart factory, Digital platforms, RPA, AI, IoT, Cloud, AR/VR, BPO, and more. It has served 1000+ customers worldwide, a hundred of which are Fortune Global 500 companies in the industries of Automotive, Banking and Finance, Logistics & Transportation, Utilities, and more.

For more information, please visit: <https://www.fpt-software.com>