



## CASE STUDY

# IT Operations Management (ITOM) Implementation



## Company

One of the largest cable operators in the United States serving homes and businesses across the country. They offer landline telephone, cable television, and broadband internet services.



## Challenge

The company was dealing with outdated processes and needed a more mature system. Their legacy system was prone to unplanned system outages, inefficient monitoring capabilities, and an inability to view incidents on a single, centralized dashboard.



## Solution

V-Soft Digital matured the customer's ITOM capabilities by leveraging and enabling ServiceNow's Operator Workspace. The scope of this engagement focused on maturing monitoring capabilities, creating a central dashboard, automating incident routing, and more. The solution also enabled the customer to have control and visibility into their monitoring and incident avoidance/quick resolution process by implementing enhanced event management configuration, Operator Workspace customization procedures, and an updated AWS Discovery.



## Result

The ITOM and Operator Workspace implementation led to a more efficient monitoring process with 55% faster response and resolution of incidents. The customer was able to auto-correlate events and alerts with one another, auto-create incidents and remediation workflows, and predict and prevent outages, reducing costs by 32%.

Increased speed of incident response and resolution

**55%**

Reduced costs

**32%**

## TECHNOLOGY APPLIED

- ServiceNow ITOM
- ServiceNow CMDB
- ServiceNow Operator
- AWS Discovery Workspace

