



CASE STUDY

Upgrading a Manual Application Management Process



Company

A national cable operator providing landline, cable, and internet services to more than 3 million homes.



Challenge

The company struggled with a siloed, inaccurate, and inefficient application management process that relied heavily on spreadsheets. The company couldn't identify applications, vendors, or internal owners and couldn't map applications to services. They also struggled to correlate incidents or changes with applications, didn't have governance for application lifecycles, and didn't know if their network had obsolescent applications. The company needed a central dashboard to view all application health, cost, performance, workload, incident occurrences, and changes.



Solution

V-Soft Digital implemented ServiceNow Application Portfolio Management to define and align services to applications. The team provided training to users and updated the company's application data certification. The Application 360 Dashboard populated indicators for application cost, performance, workload, incidents, and changes.



Result

The ServiceNow Application Portfolio Management implementation transformed how the company was managing their applications and created 100% visibility into all enterprise applications and reduced unnecessary manual application management workload by 78%. Additionally, the Application 360 Dashboard allowed CIs and applications to be attached to incidents and changes, creating the ability to identify applications that are prone to incidents for proper application lifecycle planning.

Visibility into enterprise applications

100%

Reduced manual workload

78%

TECHNOLOGY APPLIED

ServiceNow

- Strategic Portfolio Management
- Application Portfolio Management
- Application Dashboard 360

