



# Financial Services Case Study

**A global banking and insurance organisation based in the UK with service offerings ranging from business banking, private banking, insurance and corporate finance reached out to Engage ESM to assist with their digital transformation journey. The organisation also has offices in various continents including Europe, North America and Asia as well as over 20 million customers worldwide.**

## The Problem

The bank was under pressure to mitigate risks and deliver world-class customer service. Due to business change and a history of growth by acquisition, the bank recognised that their IT environment was becoming increasingly difficult to manage and needed a Service Management transformation program that would align to the 2020 vision of the bank. With an urgent requirement to simplify their IT service management (ITSM) tools and processes, they responded by choosing ServiceNow as their solution.

A key driver behind the project was for technology services to deliver both better business outcomes and to mitigate financial risk for the bank. To this end, Engage ESM was selected to deliver technical expertise and make strategic recommendations for the integration project.

**“ We needed the flexibility and speed to deliver incremental changes with contained risk and improve the way we deliver technology services to our businesses. ”**  
**Head of Service Delivery at Global Banking Corporation**

## The Solution

After evaluation of the bank's IT environment, unnecessary and time consuming processes were streamlined through better automation and integrated toolsets. To mitigate critical systems risks during integration, a team of Engage ESM experts and developers were introduced on-site to ensure support was available 24/7 for both staff and employees.

The integration with ServiceNow was delivered to all 14,000 users within 10 months and has been classed as a success by the bank. Following this, Engage ESM put in place an enhanced support model which is completely customised to the bank's specific organisational requirements.

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## Business Outcomes

By adopting ServiceNow and overhauling legacy systems and processes, the bank has significantly reduced the time to raise changes and incidents, as well as automate more than half of the controls associated with IT Critical Processes.

As a direct result of the project the bank is now saving 46,000 man hours per month and furthermore has reduced risks, improved forward planning and conflict management, and more than 75% of users say ServiceNow has improved their working day.

“Leveraging ServiceNow’s technical expertise allowed us to focus our own efforts on stakeholder engagement and managing business change.”

Head of Service Delivery at  
Global Banking Corporation

Following the success of adopting ServiceNow as their ITSM solution, the organisation is now examining how they can further benefit from ServiceNow across other areas of the enterprise, from HR to Security Operations.

## Success in Figures

- ✓ 46,000 man hours per month saved
- ✓ 76% improvement in average time to raise a change
- ✓ 60% improvement in average time to raise an incident
- ✓ Savings to be made by the decommissioning of 10 legacy systems
- ✓ More than 50% of the controls associated with IT Critical Processes automated
- ✓ One Configuration Management database that is visible to all processes
- ✓ Reducing the risks associated with unauthorised and failed change through automated integration between Change and Incident
- ✓ Rollout of common service management processes and controls to areas that historically operated independently
- ✓ Introduction of Standard Change, giving the option for pre-approved, repeatable changes
- ✓ Improved Forward Planning and Conflict Management
- ✓ 80% of users say that ServiceNow is easy to use and more than 75% say it has improved their working day

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