

Case Study

ServiceNow

Implementation Helps a Power Generation Cooperative To Unify and Streamline ITSM



Customer Overview

Customer

A power generation and transmission cooperative

Profile

The client provides reliable, wholesale power generation and high-voltage transmission to six regional and 51 local electric cooperative systems that serve more than 900,000 customers.

Industry

Utilities

Services

ServiceNow

Business Need

Legacy ITSM technologies often contributed to a fragmented and siloed approach to IT Service Management (ITSM), where various IT functions operated in isolation rather than as a cohesive, integrated system. This lack of coordination created significant inefficiencies within IT departments:

- Interoperability between infrastructure and service desk was nonexistent.
- Point solutions led to shadow IT development with the IT organization managing various technologies and redundant applications.
- The SolarWinds breach led to an immediate make-or-break decision to shift monitoring and event management applications.

The disconnected IT ecosystem hindered the ability to deliver seamless services, delayed issue resolution, and created operational bottlenecks that impacted overall IT performance. Through the implementation of ServiceNow, the client wanted to enforce standardization, optimize resources, and maintain security controls.

Solution and Approach

To enable the credit union to overcome challenges with its legacy ITSM technologies, Synoptek undertook a ServiceNow implementation project. The main objective of the implementation was to eliminate the fragmented and inefficient approach to managing IT operations.

During the engagement, Synoptek

- Implemented ServiceNow and embraced a one-platform approach to managing all aspects of IT operations.
- Replaced the SolarWinds solution with ITOM Operator Professional, enabling real-time event monitoring and remediation capabilities via orchestration.
- Deployed the Agent Client Collector for Monitoring and Event Management, fully displacing SolarWinds in less than 60 days.
- Ensured all IT services, incidents, changes, and requests were managed in a cohesive manner.

Business Benefits

Implementing ServiceNow ITSM and associated integrations has led to measurable improvements in change management, incident management, and service requests through automation. Today, the client can:

- Automatically detect issues across the IT environment and trigger predefined workflows to resolve them.
- Integrate monitoring and remediation into a single platform and ensure a more stable and resilient IT infrastructure.
- Gain full visibility across infrastructure, applications, and services, allowing for seamless communication and coordination between different departments.
- Transform the ability to do more with less and maintain definitive business-driven outcomes.

About Synoptek

Synoptek delivers accelerated business results through advisory-led, transformative full-life-cycle systems integration and managed services. We partner with organizations worldwide to help them navigate the ever-changing business and technology landscape, build solid foundations for their business, and achieve their business goals.