

## Case Study

# ServiceNow Improves CMDB Health Score for Community Credit Union



## Customer Overview

### Customer

A community credit union with 150000 members

### Profile

The not-for-profit credit union helps people realize their financial dreams via modern digital banking solutions.

### Industry

Banking

### Services

ServiceNow

## Business Need

The credit union's initial implementation of IT Service Management (ITSM) and IT Operations Management (ITOM) Discovery was poorly executed, leading to inconsistent and unreliable Configuration Management Database (CMDB) data.

The "Quick Start" approach employed by a previous ServiceNow partner caused the discovery process, meant to automate and streamline asset tracking, to become ineffective. Without accurate and consistent CMDB data, critical decisions around asset management, incident resolution, and system health monitoring became unreliable.

This not only hampered operational efficiency but also put the organization at risk of non-compliance and potential security vulnerabilities. To resolve these issues, the credit union decided to reimplement both ITSM and ITOM Discovery from scratch to regain control of their CMDB and ensure that the discovery process worked as intended.

## Solution and Approach

Synoptek enabled a more tailored and strategic ServiceNow implementation, enabling the credit union to fully leverage modern capabilities, improve data accuracy, and optimize their IT operations to meet long-term business goals.

As part of the engagement, we:

- Re-deployed ServiceNow® IT Service Management (ITSM), ServiceNow® IT Operations Management (ITOM), and the Configuration Management Database (CMDB).
- Re-implemented Discovery to ensure the CMDB is accurate and governed appropriately.
- Adopted a managed service approach to enhancement sprints for ITSM to get the platform into working (and then optimal) order for the client.
- Leveraged best-in-class integration teams to begin tying technologies together for automation.

## Business Benefits

With the new implementation in place, the client has been able to:

- Improve the health of their Configuration Management Database (CMDB) and achieve a stellar CMDB health score.
- Maintain robust governance across discovery technologies, reducing the risk of misconfigurations, enhancing compliance, and ensuring that the IT infrastructure is aligned with the organization's objectives.
- Streamline service management processes by automating routine tasks, reducing manual workloads, and freeing up IT resources for more strategic initiatives.
- Expand into more advanced ServiceNow products such as ITSM Pro and ITOM Operator and achieve even more value from the product lines they've invested in.

## 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.