GDT

CASE STUDY

Custom ServiceNow solutions helped General Datatech achieve seamless IT transformation and higher productivity

Client
General Datatech (GDT)

Location
U.S.

Industry
IT Solutions Provider

About the Client

General Datatech (GDT) is an enterprise-scale client operating in the Financial Services, Retail, Technology, IT, and Services sectors. GDT provides a wide range of IT services, including consulting, implementation, managed services, and training.

Challenges

- **Inefficiency and Operational Delays:** Lack of a secure system and reliance on outdated systems led to delays in handling customer requests and IT tickets, impacting productivity and customer satisfaction.

- **Compliance Risks:** The absence of modern systems and compliance measures posed risks in meeting federal regulations, potentially resulting in legal consequences and reputational damage.

- **Budgetary Pressure:** Balancing cost savings and compliance requirements strained the project's budget, as implementing cost-effective solutions, developing new systems, and transitioning from old systems impacted financial resources.

- **User Experience Challenges:** Outdated interfaces and poor user experience with legacy systems negatively affected employee productivity and customer satisfaction.

- **Data Migration Complexity:** Moving data and servers from legacy systems to the GDT environment and portal migration presented complex challenges with the risk of data loss or corruption if not managed carefully.

- **Integration and Interoperability:** Integrating Single Sign-On (SSO) functionality and establishing a centralized system added complexity, requiring meticulous planning and execution for seamless integration between different systems.

- **Lack of Secure IT Infrastructure:** GDT faced challenges in building a robust and secure system to maintain its entire IT infrastructure, resulting in a lack of data security and potential threats.

- **Developing Standalone Systems from Scratch:** GDT required custom systems tailored to their specific needs and requirements to support future growth and expansion plans.

- **Lack of User Interface (UI) and User Experience (UX):** GDT encountered challenges with the usability and overall experience of employees and customers interacting with their systems.

- **Absence of Single Source of Truth:** GDT's resources and information were decentralized with a unified system, leading to consistency and inefficiencies in data management.

💡 Solutions   **servicenow.**

- ❯ Developed custom systems to establish a secure IT infrastructure and enhance the UI and UX.
- ❯ Instead of purchasing new tools, we leveraged existing IT Service Management (ITSM) capabilities.
- ❯ Integrated a paid plugin to meet compliance requirements (GRC) and domain separation.
- ❯ Utilized Okta for authentication and access management and integrated it with ServiceNow for user management and access control. Role-Based Access Control (RAC) from Okta ensured proper authorization and permissions.
- ❯ Customized ServiceNow solutions and implemented Single Sign-On (SSO) with Okta.
- ❯ Installed an RSA server in the client's AD environment, custom approval processes, CMDB integration, etc.
- ❯ Implemented a mass mailer solution for efficient communication.

Application/Technologies Used:

- ❯ Custom systems development
- ❯ IT Service Management (ITSM) capabilities
- ❯ Paid plugin integration
- ❯ Okta for authentication and access management
- ❯ ServiceNow for user management and access control
- ❯ Customization of ServiceNow for SSO implementation
- ❯ RSA server integration in the client's AD environment
- ❯ Mass mailer solution for efficient communication

📊 Benefits

- ❯ Cost savings by utilizing existing ITSM capabilities
- ❯ Increased efficiency through the implementation of a mass mailer solution
- ❯ Improved productivity due to an enhanced user experience and interface
- ❯ Achieved regulatory compliance without relying on paid plugins
- ❯ Reduced support tickets related to security and password reset issues
- ❯ Time savings in user management and access control processes
- ❯ Scalability through the development of standalone systems

Approach and Methodology

Our implementation approach involved developing custom systems, leveraging existing capabilities, integrating necessary plugins, and ensuring seamless integration between different systems. We prioritized security, compliance, user experience, cost optimization, and collaboration throughout the engagement. Our approach emphasized customization, scalability, and post-implementation support to meet the client's business objectives and operational goals.

About Neev Systems

Neev Systems is a reliable IT partner committed to providing tailored solutions and services in and around Digital Transformation, Cloud Computing, Integration Services, ERP Solutions, and Product Engineering Services. We take pride in helping businesses transform their vision into action by offering comprehensive implementation support where our experts collaborate closely with clients to understand their goals and challenges.

Partner with us and experience the benefits of working with a trusted IT partner that delivers exceptional quality and value.

Contact Us

neevV**SYSTEMS**
FOUNDATION FOR FUTURE

www.neevsystems.com

contact@neevsystems.com

408-676-NEEV

691 S Milpitas Blvd, #217, Milpitas, CA-95035, **USA**

4th Floor, Hive Space 2.0, Divine Babylon building, Ramalayam Road, Whitefields, Kondapur, HITECH City, Hyderabad – 500081, Telangana, **India**