



SCALING SERVICENOW WITH AZURE DEVOPS FOR A HEALTH INSURANCE COMPANY

INDUSTRY
INSURANCE

servicenow
Partner

Specialist



ABOUT THE CLIENT

The client is an American health insurance company based in Louisville, Kentucky. As of 2014, they have had over 13 million customers in the U.S, reported a 2013 revenue of US\$41.3 billion, and has had 51,600 employees. For more than 50 years, the client has been a proven leader and innovator in the health and wellness industry.

BUSINESS CHALLENGE

The client used ServiceNow for their ITIL practices and automation initiatives. With the help of various tools, they provided quality service to their customers. Azure DevOps was used for version control, reporting, requirement management, and project management. The challenge was to integrate ServiceNow and Azure DevOps to make sure that there was seamless data transfer between them. The current processes required a lot of manual intervention for the CRUD operations and were prone to human errors.

OUR SOLUTION

We created a service catalog item in ServiceNow to capture the details of Stories and tasks to be created in Azure DevOps. We used REST web service calls to identify, create, and link tasks and stories. As the RITM passes through each stage of the workflow, the details were updated in the board.



BUSINESS BENEFITS

- 40% increase in ROI
- 30% increase in easy resolution and management of issues
- 20% decrease in incorrect entries
- No manual interaction required for the board update
- Real-time updates and data capture as and when the process progress
- Single window access to maintain and track story board
- No duplication of features and stories
- Immediate update of stories as the process pass through each stage of the life cycle

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OUR VISION

**Encourage Growth &
Achieve Excellence**

500

600+

Clients



17+

Years in IT Business



1,000+

Employees / People