

ROYAL CYBER

servicenow
Partner

Specialist

INDUSTRY: INSURANCE

MODERNIZE IT INFRASTRUCTURE WITH SERVICENOW TO ELIMINATE SILOS



AT A GLANCE

INDUSTRY: Insurance

LOCATION: USA

USE CASE

The client wanted to modernize its IT service delivery and increase transparency between the organization's various departments.

CHALLENGES

The client dealt with legacy systems, disparate processes, disconnected systems, and service outages with limited infrastructure visibility.

SOLUTION

Royal Cyber leveraged ServiceNow to harmonize disparate processes, tools, applications, and data.

PRODUCTS

- ServiceNow IT Service Management
- ServiceNow IT Operations Management



ABOUT THE CLIENT

Our client is a for-profit American health insurance company with over 20 million members in the U.S. The company ranked 52 on the Fortune 500 list and has been the third-largest health insurance company in the nation.



BUSINESS CHALLENGES

- Multiple legacy systems required different tools to complete simple IT tasks such as monitoring servers, submitting tickets, and managing changes
- No centralized system for maintaining application details and their relationship with others
- Limited visibility of IT infrastructure
- Incomplete, inaccurate, and duplicate configuration items (CIs), making it difficult for the Service desk to address issues
- Stale CIs resulted in inaccurate data
- Massive effort required to validate and keep CIs up to date over time
- Difficulty in determining the affected area of an incident/outage

OUR SOLUTION

As a vast, diversified company, the client's IT department wanted to re-engineer its IT strategy using an enterprise-wide, single system of record for IT infrastructure, service delivery, and operations. They sought Royal Cyber's advice as the implementation partner for its ServiceNow project after a comprehensive RFP process followed by several joint solution detailing sessions. The sessions helped align opinions and create a shared commitment for change.

Through these joint sessions, we agreed on three key areas of transformation. First, Royal Cyber will establish a uniform, enterprise-wide governance model for the client to resolve conflicts arising in different divisions. Secondly, we will implement a process adoption strategy for employees, and lastly, we will introduce greater consistency across the distributed businesses.

The client chose ServiceNow to manage its infrastructure and IT services. Our team started by migrating and consolidating their complex legacy systems. As a single

source of truth, the NOW platform consolidates IT systems, streamline operations, and improve IT service levels. We also standardized the data structure, validation, and risk assessment of the client's home-grown and customized systems. With ServiceNow, the client achieved full control and visibility over its IT function, reduced service delivery cost, and increased transparency. We automated the IT processes of the client and eliminated more than 70% of manual tasks.

Our certified consultants used the Discovery feature in ITOM to provide the IT team with complete infrastructure visibility. The client can discover all the physical and virtual devices of the organization. They can also quickly identify the affected area of an incident/outage. This information can be flagged to the IT team. Discovery implementation has helped the client in faster service restoration from incidents, effective root cause analysis, proactive problem resolution, lower risk, and better-informed decisions. Discovery also ensured the accuracy and completeness of CIs underpinning ServiceNow applications across the enterprise.

BUSINESS BENEFITS

70%

Processes and workflows
automated

60%

Time spent on incident
resolution reduced

94%

Maintenance efforts
reduced

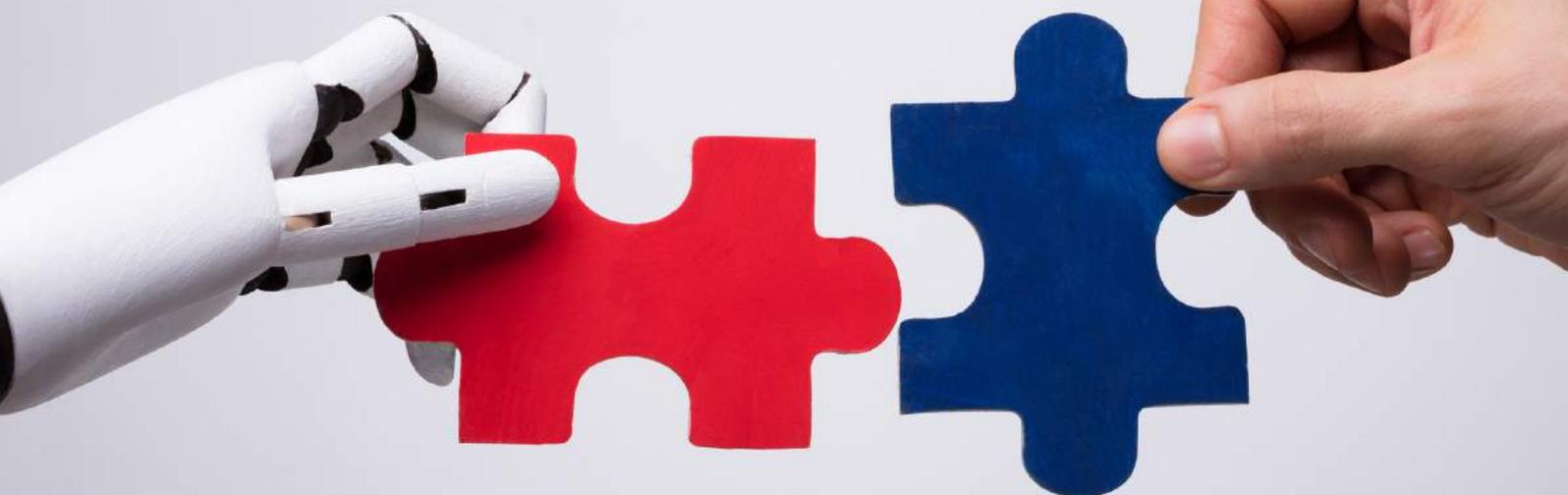
70%

Efficiency
improved

Reduced risk by
improving governance

Improved productivity as
agents and employees can
focus on value-added tasks





ROYAL CYBER SIMPLIFYING IT FOR CUSTOMERS & PARTNERS

Royal Cyber Inc. is an IT Consulting & digital transformation company specializing in services, solutions, and software. Royal Cyber is recognized and acknowledged by customers and partners worldwide, including Fortune 500 companies. Through its offices in the USA and 9 countries across the globe, Royal Cyber provides reliable and high-performing Commerce, Cloud, Analytics, Mobile, AI and Middleware solutions & services.

In ME & KSA specifically, Royal Cyber has been serving major enterprise accounts for the last 8 years, as an IT System Integrator and trusted technology partner, to overcome their complex Enterprise Modernization challenges and achieve their Digital Transformation journey.

We provide customized solutions to help achieve your business and technology goals

[See Our Strategic Partners](#)

OUR VISION

**Encourage Growth &
Achieve Excellence**

500

600+

Clients



17+

Years in IT Business



1,000+

Employees / People