



# Driving Customer Success with Agile Delivery of Projects using ServiceNow (ITBM)

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# 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

- Complex collaboration between existing processes and technologies
- Disparate and legacy systems for handling demand workflows, projects, and end-to-end reporting
- Difficulty in managing resources and project deadlines as information was kept in silos including documents, spreadsheets, presentations, etc.
- No single source of truth for projects including budget and resources
- Manual and repetitive project management tasks
- Scarce resources for handling projects
- No tracking and reporting of project status
- Difficulty in making financial forecasts
- High maintenance costs



Total Global Demands Managed

25%

Increase in Spend on Strategic Priorities



IT Resources Shifted to Strategic Initiatives

*We wanted to use an end-to-end platform that's easy to use. The more people in the platform, the more updates it provides and more transparent is the organization. More transparency, means better decisions we'll make.*

# OUR SOLUTION

Royal Cyber started with a thorough analysis of the client's project management processes to better understand the opportunities that require performance improvement.

The study highlighted the need to standardize the processes and ways of working. We also conducted a workshop with the client, including brainstorming sessions and joint application development with the stakeholders to finalize a newly revamped process.

Once the client finalized the processes, our IT organization team migrated the legacy Project Portfolio Management (PPM) processes to the ServiceNow platform. They also consolidated applications and processes to ServiceNow as a single source of truth. With ServiceNow's implementation, our team helped the client effectively manage the project lifecycle from demand to resource and program management. They were also able to better optimize the projects, gain complete visibility of processes across the pipeline, and align IT investment with the business needs. The migration helped the client dynamically prioritize and approve project commencement, prepare right schedules, allocate budgets and resources, and ensure that the projects are on track.



The stakeholders—software developers, business system analysts, product owners, and leaders—were also involved in sessions to develop and customize the modules to be implemented. The involvement helped them gain complete transparency into the system. The stakeholders also prioritized project processes, which helped build trust and drive cooperation. After the project's roll-out, the client reviewed the project's business value and the outcomes outlined in the demand phase.



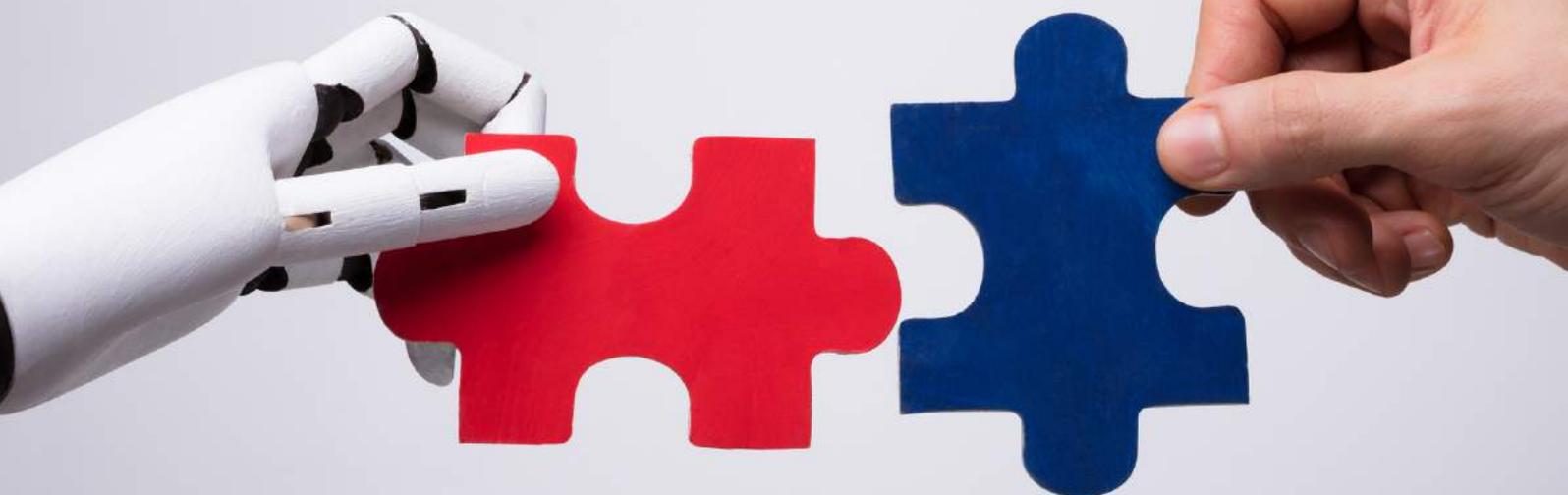
Building on the successful and impactful transformation of the client's project management processes, the client also identified an opportunity for improving workflows and resource utilization. We implemented ServiceNow's Resource Management module to provide complete visibility of resources –whether assigned to projects or support activities—to the client. The visibility helped the client in better utilization of resources than ever before.

On top of these processes, we also modernized the client's demand management process to establish governance and drive strategic decisions at the management level. The implementation enabled the client to create a pipeline for collecting new ideas and projects in the demand records. The demands were prioritized based on risk, size, and value.

The modernization and transformation of various client processes created the groundwork to explore other openings. The client can use the reports on project health in the ServiceNow software to track and monitor demands, check resource availability, identify milestones, find risks and issues, handle budgets, and achieve benefits. The reports also showed the client interdependencies at the team level and enabled the management team to understand projects' progress and make quick decisions.

## BUSINESS BENEFITS

- Fewer cost overruns
- Reduced reporting cycles as data is centralized and automated reports are available
- More ROI as agile methodologies were applied
- Faster time-to-market due to shortened release cycles
- Increase in operational efficiency
- On-time delivery of projects
- Reduces project risks



## 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