

## CASE STUDY

### Smooth Transition: Navigating a Seamless ServiceNow® Upgrade

#### Background

In the dynamic landscape of IT service management, staying ahead of technological advancements is not just a choice but a necessity. Our recent collaboration with a global leader in the FMCG sector exemplifies the strategic importance of technological upgrades. This case study unfolds the narrative of an eight-week journey, where our company took charge of upgrading the client's existing ServiceNow® platform to the latest version, navigating challenges, implementing strategic solutions.

#### Introduction

As a leading IT service provider, we understand the pivotal role technology plays in organizational efficiency, especially in industries as dynamic and competitive as FMCG. Our client, a global powerhouse in this sector, approached us with a critical task – to upgrade their ServiceNow® instances. The existing version had served them well, but technological evolution, coupled with the end of support for their current version, mandated a proactive and seamless upgrade.

#### Challenges

The challenges faced were not unique but demanded a nuanced approach:

- 1. End of Support & Security Concerns:**  
The imminent end of support for their existing ServiceNow® version raised substantial security concerns. Operating on an unsupported platform exposed the organization to potential vulnerabilities.
- 2. Lack of New Features:**  
The current version lacked the latest features critical for optimizing operational processes. The absence of these features hindered the ability to stay competitive and efficient in a rapidly evolving industry.
- 3. Security Vulnerabilities:**  
Operating on an older version posed security risks. With cyber threats becoming more sophisticated, maintaining a robust security posture was non-negotiable.



## The Solution

In response to these challenges, our expert team devised a meticulous plan and implemented comprehensive solution:



### Comprehensive Upgrade Strategy:

We developed a detailed strategy for upgrading ServiceNow® instances, encompassing the development, test, and production environments. This comprehensive approach aimed to ensure consistency and reliability across the board.



### Proactive Bug Fixing:

Following ServiceNow®'s best practices, our team proactively identified and resolved bugs observed. This proactive bug-fixing approach contributed to maintaining service quality and reliability.



### Error-Free Upgrade Execution:

The execution phase was meticulously planned to minimize disruptions. The upgrade was executed with precision, resulting in an error-free transition. This strategic approach not only ensured a seamless user experience but also showcased our commitment to excellence.



### Efficient Planning for End-of-Life Support:

Knowing the end-of-life support for the older version was approaching, we orchestrated the upgrade plan efficiently. This foresight and planning ensured completion before the deadline, mitigating any potential risks associated with operating on an unsupported platform.



Pre-Upgrade



Upgrade



Post-Upgrade

## Key Benefits

The ServiceNow® upgrade delivered substantial benefits:



### Upgrade Across Instances:

The successful upgrade spanned across development, test, and production instances. This comprehensive approach ensured uniformity and reliability in the system.



### Proactive Bug Fixing:

Proactively addressing and resolving bugs demonstrated our commitment to maintaining service quality. This approach added tangible value to operational efficiency.



### Error/Defect-Free Upgrade:

Meticulous planning and execution resulted in an error-free upgrade. This not only minimized disruptions but also instilled confidence in the organization's ability to handle critical IT transitions seamlessly.



### Strategic Planning for End-of-Life Support:

Efficient planning ensured the completion of the upgrade before the end-of-life support for the older version. This strategic foresight mitigated potential risks associated with operating on an unsupported platform.

## Conclusion

In conclusion, our collaboration with the global FMCG stands as a testament to our commitment to delivering excellence in IT service management. The successful ServiceNow® upgrade not only addressed immediate challenges but also positioned us for sustained success in a rapidly evolving technological landscape.

This journey reflects the dedication and expertise our company brings to every project. In an era where technology is a cornerstone of operational efficiency, our commitment to seamless upgrades ensures that our clients not only adapt to change but thrive in the digital age.

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