servicenow.

zensar
An ›»RPG Company

Enterprise Service Management

Boost business growth and elevate customer experience. Explore Zensar's Enterprise Service Management solution, powered by ServiceNow MSP.

Zensar Enterprise Service Management is a comprehensive solution that streamlines and optimizes service delivery, management of IT and non-IT services, and operations across your organization to enable rapid issue resolution. The solution is designed to drive innovation, enhance productivity, and deliver exceptional service experiences to internal and external stakeholders.

Success Story

Expanding possibilities: Our proven track record of success

Global investment bank resolves IT tickets 50 percent faster

We empowered a European investment bank, working across 30 countries, to transform its operations. With the goal of boosting agility, the solution
- targeted operational bottlenecks with precision
- integrated various systems, and
- automated complex processes.

Solution deliverables
- Centralized IT service portal
- Automated work queue

Solution outcome
Heightened operational efficiency, including a 50 percent cut in the time taken to resolve IT tickets.

Use cases:
- Service management process implementation for ITSM
- HR processes, including employee onboarding and offboarding
- Proactive procurement management with software asset management
- Integration of third-party applications for better visibility and support

Solution features

- 50+ catalogs
- 1,300+ articles
- 40+ HR services

Solution enablers

- Tailored approach, from incident/problem management to change/release management
- Industry best practices and cutting-edge technologies

Solution benefits

- Efficient service management
- Extended CMDB to support strategic projects and operational ITSM processes
- Streamlined HR processes
- Improved asset management

Solution highlights

- ~38 percent tickets addressed without manual intervention
- ~15 percent tickets converted as self-help
- ~ 80 percent noise reduction on tickets related to events

Connect with our experts to discuss effective ways to address your challenges. Write to us at **dfsptools@zensar.com**

550+
Catalogs and workflows developed

150+
Certified experts

100+
Projects executed

50+
Active Global clients

Zensar services

Product and platforms

Marketing and engagement

Data engineering and analytics

Application services

Cloud, infrastructure and security services

Artificial Intelligence