



## CSS Corp powers digital experiences with Now Platform



### THE CLIENT CHALLENGE

A leading network service provider organization was on a mission to connect everyone and everything so employees live better and work smarter. Before embarking on its CX transformation journey, they identified three areas of focus:

- » Increase productivity by simplifying operations and increasing scalability.
- » Improve customer experience.
- » Empower employees to deliver superior customer service.

In doing so, the client wanted a solution that took care of the following challenges:

- » They wanted to implement a greenfield design on the ServiceNow platform to power customer management workflows for their Managed Connectivity Services.
- » They wanted to move away from using multiple tools to create one standardized platform, increase ownership and accountability, and break down barriers within the organization.
- » The solution had to be delivered within 45 days to meet the GTM go-live schedules.

Working with CSS Corp, a ServiceNow Partner, our client wanted an enhanced customer service portal that optimized customer service management with simplified processes for operational efficiency.



### ABOUT THE CLIENT

Our client is an industry leader who provides Wired, Wireless, and Security Networking Solutions to consumers across five continents.

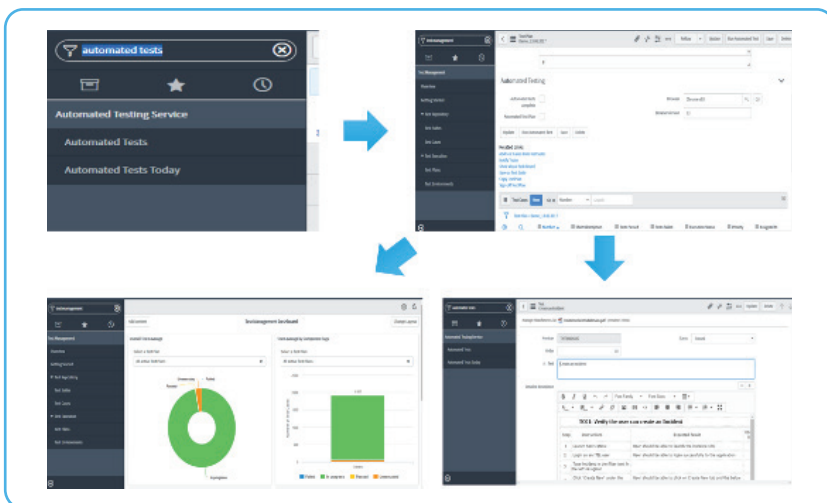


## Agile Approach

An agile methodology was used throughout the ServiceNow implementation, supporting the clients' strategic priorities of becoming an agile and flexible organization. This approach also led to the creation of self-steering teams, driving closer collaboration between their IT support and different networking product business spread across the globe.

CSS Corp created use cases for ServiceNow, starting with an Agile RFP process, which iterated from simple to demanding to determine the most agile solution.

## Test Automation & ServiceNow Development



- Self build Tests
- Schedule Test Runs
- Tests Forms
- Tests Request flows
- PDF to evidence each test
- Tests provided for OOB forms
- Traceability between tests and requirements
- Provides an environments to run tests
- Abstracts you from changes made by ServiceNow




CSS Corp provided end-to-end implementation of digital workflows, including the implementation of CSM with the help of Request, Asset, Incident, and Change Management modules. These helped in driving fast resolutions of around 10,000 cases per month. A diagnostic, intelligent routing tool assigns teams on skills, availability, and location.

# Workflow Automations




Incident Management	Change Management	Service Request	Configuration Management	Knowledge Management
<ul style="list-style-type: none"> <li>Review OOB Workflows &amp; Functionally</li> <li>Auto incident creation                             <ul style="list-style-type: none"> <li>Alerts, Inbound Email Integration, Any third party integration,</li> <li>Asset issues / Device Issue, Chat bot</li> </ul> </li> <li>Run Diagnostic Command                             <ul style="list-style-type: none"> <li>Execute diagnostic command, Provide remediation solution</li> <li>Auto update remediation based on knowledge base</li> </ul> </li> <li>Self-heal                             <ul style="list-style-type: none"> <li>Provide resolution and notify to assignee, Executed automated script in Windows, Linux, Network, Cloud, Database and VMWare</li> </ul> </li> <li>Knowledge base                             <ul style="list-style-type: none"> <li>Integrate with other KB sources and attached to incident</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Review OOB Workflows &amp; Functionally</li> <li>Server                             <ul style="list-style-type: none"> <li>Temp file deletion, File Read/ Copy/ Compare, C Drive Cleanup</li> <li>Code Deployment / DevOps Changes</li> </ul> </li> <li>Database                             <ul style="list-style-type: none"> <li>Take Backup / Upload Backup, Create Table / Create DB Schema</li> <li>Change User Password / Grant User Permission</li> </ul> </li> <li>VMWare                             <ul style="list-style-type: none"> <li>Create VM / Remove VM / Delete Snapshot</li> <li>Stop / Start VM</li> </ul> </li> <li>Discovery                             <ul style="list-style-type: none"> <li>On board &amp; Offboard Configuration Item</li> <li>CMDB Relationship</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Review OOB Workflows &amp; Functionally</li> <li>Operation Request Automation                             <ul style="list-style-type: none"> <li>Manage Project and Iteration</li> <li>Request for Notification Change</li> <li>Request for Audit Check List</li> <li>Request for Escalation Matrix</li> <li>Request for Outage / Suppression Windows Report</li> <li>Request for Threshold Add/Modify/Delete</li> <li>Request for De-provisioning / Provisioning / Re-Provisioning - CMDB</li> <li>Shared mailbox creation</li> <li>Shared mail box access</li> <li>Users No-due Process</li> <li>Add user in AD</li> <li>Launch / Terminate AWS / Azure / GCP Instances</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Review OOB Workflows &amp; Functionally</li> <li>Automation                             <ul style="list-style-type: none"> <li>Suppression / Outage</li> <li>Auto Map CIs to Event management</li> <li>Auto Synchronize Asset and CMDB</li> <li>Auto update CI status Operational / Non-Operational</li> <li>Oracle Cloud Infrastructure Integration with CMDB</li> <li>Auto create CI based on REST API</li> <li>Auto create CI based on SNS from Cloud</li> </ul> </li> <li>Auto create CI based on SFTP                             <ul style="list-style-type: none"> <li>AWS Instance, Load Balancer</li> <li>S3 Bucket</li> <li>Security Groups and Roles</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Review OOB Workflows &amp; Functionally</li> <li>Automation                             <ul style="list-style-type: none"> <li>Populate the Knowledge based on the Incident</li> <li>Provide recommendations to Engineers</li> <li>Populate ratings based on the Knowledge base used</li> <li>Auto run the SOP based on the Knowledge steps</li> </ul> </li> <li>Auto add Knowledge based on Incident description from other sources                             <ul style="list-style-type: none"> <li>Google</li> <li>External Knowledge Database</li> <li>Salesforce</li> </ul> </li> </ul>
15% to 20% Improved Customer Experience	25% to 30% Productivity Improvement	25% to 30% Service Optimization	15% to 20% Cost Reduction	

CSS Corp created an intuitive UI experience in the ServiceNow portal with advanced Angular & Bootstrap framework using its expertise in Digital Engineering Services.

## Managed Connectivity Services-IO

 <p><b>Network Issues</b> Managed Connectivity Services Issues</p>	 <p><b>TAC Cases</b> Cases for which additional assistance is required</p>	 <p><b>Ask CSM Cases</b> Queries raised to Customer Success Manager(CSM)</p>
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## ITSM Workflow

 <p><b>My Cases   0</b> View Case Details</p>	 <p><b>Changes   0</b> View Change Details</p>	 <p><b>Reports   0</b> Download Reports</p>
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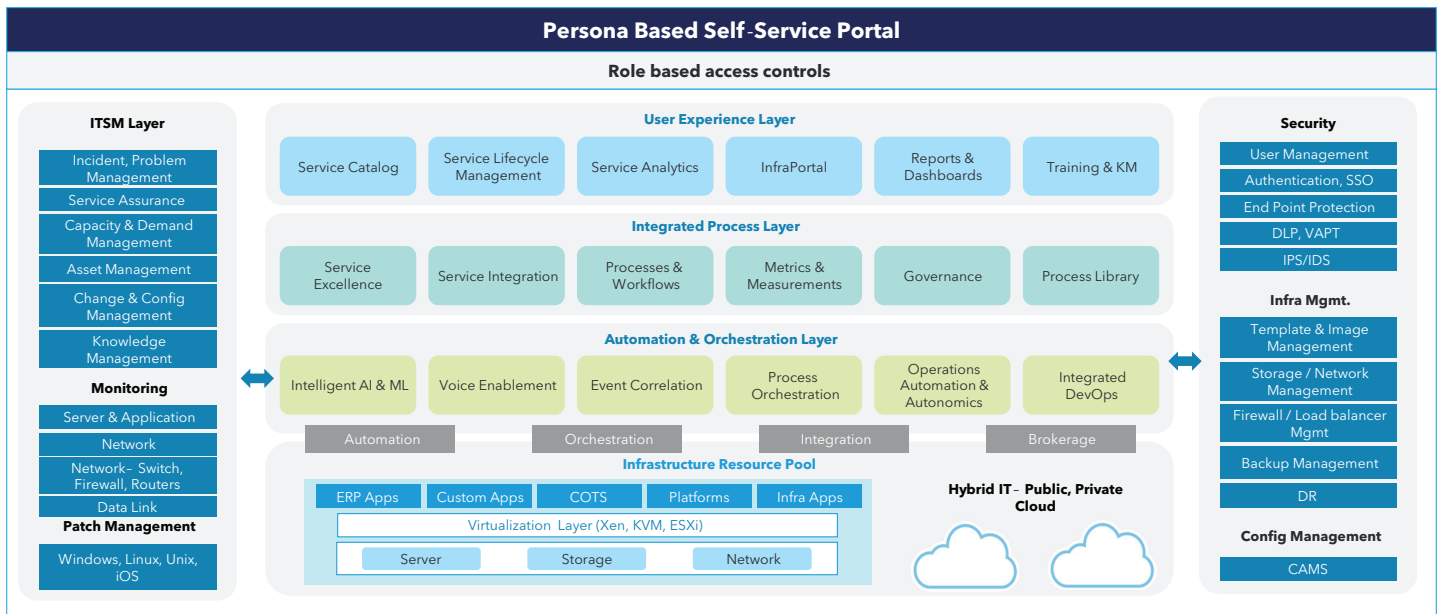
## Analytics & Insights

## MyActions

- Service Insights | ⓘ**  
Service Insights
- Ask CSM | ⓘ**  
Contact the Customer Success Manager
- Manage Accounts | ⓘ**  
Utilities for Customer Account Management
- Manage Central Accounts | ⓘ**  
Manage Central Accounts
- Manage Collectors | ⓘ**  
Provision and download collectors
- Documentation | ⓘ**  
Documents for CSM and Customers

CSS Corp used its **Contelli™** platform to integrate ASM with the client's multiple proprietary applications spanning cloud and hybrid systems. This helped the client leverage the tools invested before the organizational cut-over for a cost-effective approach. (Technical Architecture shown below):

## Contelli - Fully Automated Solution for ServiceNow IT Management

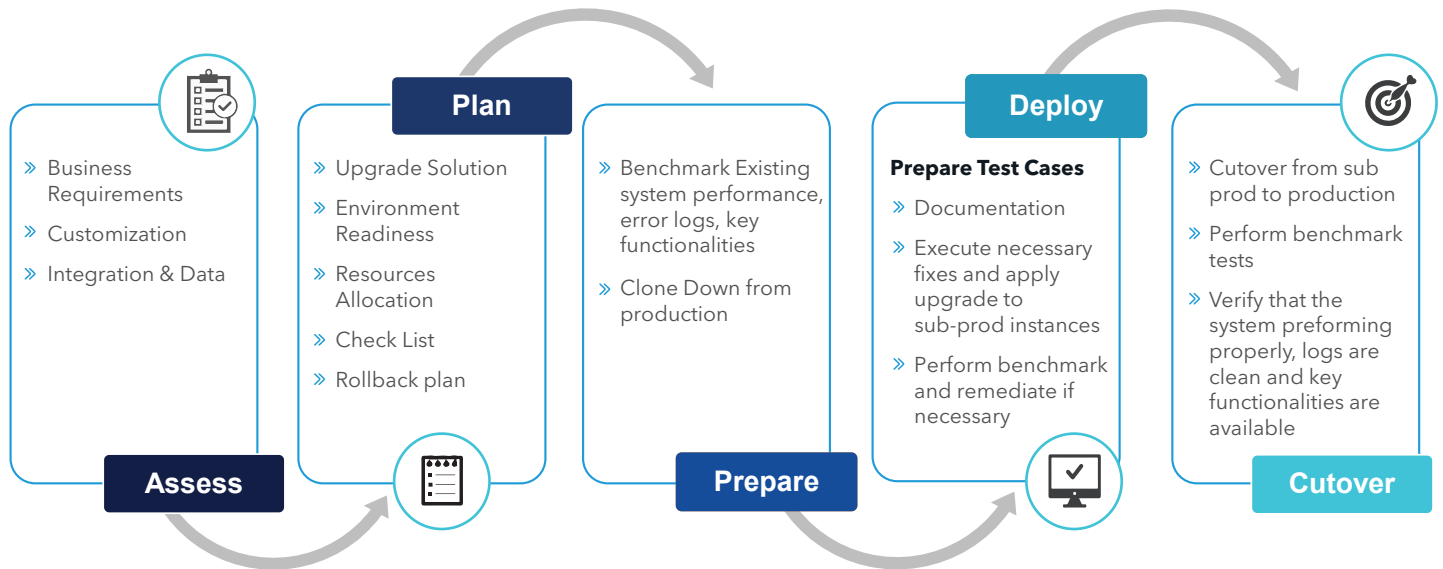


Integrations with various client's in-house systems transformed disparate systems into a "Single System of Record." CSS Corp selected ServiceNow as its single system of record for IT knowing early on this would be part of a larger vision to automate the client's Customer Service Manager' for Connectivity (Product-as-a-Service) and Managed Connectivity Services (Network-as-a-Service) businesses.

# After Sales Support includes SNOW Upgrade and deployment

The Agile approach delivered complete business ownership and performance benchmarking without disturbing day-to-day business transactions. Our consultative SNOW upgrade assessed all customer requirements, planned out the required solution, including backup of business data, preparing the upgrade approach along with required business documents to decide upon deadlines for executions. The upgrade is deployed in phases to test and see how they work together in real-time business scenarios. Necessary modifications are made, and the final upgraded modules are rolled out for business use with the necessary support for change management with notifications to all stakeholders.

## Our Approach - SNOW Upgrade



## BUSINESS OUTCOMES

- » **ServiceNow Facilities Service Automation**
  - All incidents and requests for facilities are tracked through ServiceNow.
  - Facility engineers resolve over 1000 tickets per month with an average CSAT score of more than 4.5/5 compared to 210 per month with a low CSAT score of 3.4/5 before implementation.
  - Automated reports for Managed Connectivity Services' (NaaS) customers and client's management team
- » **Project Planning with Visual Task Boards**
  - An engineer, for instance, can work on an intake within the Kanban application and automatically create a change for implementation.
  - The application provides an efficient means for budget considerations and approvals.
  - Now the IT group is creating an application in ServiceNow to automate the process and make it easy to instantly know who has what and where different networking products are located.
- » **Acceleration of GoTo market for the Managed Connectivity Services' (NaaS)**
  - Onboarded five key customers of Managed Connectivity Services' (NaaS) in a short span.
  - Time savings for IT is more than 1,000 hours per year.
- » **Transform disparate systems into a "Single System of Record"**
  - Automate request management and fulfillment for groups such as Operations Center, PMO, HR, and Recruiting.
  - ServiceNow brings complete visibility into the work requested to understand causes, needs, and other trends.
  - ServiceNow also delivers the scalability and mobility the company requires for growth.



CSS Corp is a global customer experience and technology services provider, disrupting the industry with a unique intersection of industry-leading proprietary solutions, resilient operations, and innovative business engagement models. The company is a digital transformation partner of choice for its clients, which include the world's top innovators across industries, from mid-market players to large enterprises. Its diverse team of over 10,000+ customer-centric thinkers, collaborators, and co-creators across 18 global locations, is passionate about helping clients succeed through intelligent automation-led outcomes. The company has overcome macroeconomic headwinds to become the industry's fastest growing and most awarded company in its revenue range.

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