



# SERVICENOW SOLUTION GUIDE

In 2020, enterprises across government and industry faced unforeseen obstacles driven by the COVID-19 pandemic. Among **core business functions**, **security operations**, human resources, **IT operations management** and IT asset management became primary challenges. For many organizations, facilities closed, interactions became entirely digital, and workplace activity came to a standstill.

As a **ServiceNow Elite Partner**, ECS uses ServiceNow technology to provide intelligent solutions to the **challenges facing modern workplaces**. From streamlining operations and uncovering new efficiencies to mitigating risks from lost and corrupted data, ECS will guide your enterprise through your digital transformation journey, improving functionality and minimizing disruption to daily operations at every step along the way.



## IT ASSET MANAGEMENT (ITAM)

**CHALLENGE:** Your company has maxed out its licensing limit for key products such as the Microsoft Office Suite, compounding unnecessary costs and risking noncompliance.

**SOLUTION:** ECS uses ServiceNow's Software Asset Management suite to downgrade unused software licenses—a process that we have used on prior implementations to reduce software licensing costs by 30 to 40 percent by eliminating oversubscription fees. By combining ServiceNow's Discovery tool and Software Asset Management plugin, integrated with tools such as Microsoft SCCM, we automate the entire licensing process from end to end, minimizing human error, eliminating excessive costs, and ensuring compliance in all licensing arrangements.



## IT OPERATIONS MANAGEMENT (ITOM)

**CHALLENGE:** Your organization's data is stored and maintained across multiple siloed systems, slowing down critical processes including service desk and IT operations. Employees must also spend excessive time and effort navigating these disparate systems.

**SOLUTION:** ECS leverages ServiceNow's native Discovery tool and Service Graph Connectors—features available through the ServiceNow IntegrationHub ETL—alongside other process-automation solutions to integrate third-party data into a single configuration management database (CMDB). The IntegrationHub framework, native Integration and Reconciliation Engine (IRE) and native Discovery tool enable employees to create, change, extract, and load transform maps when integrating third-party data into the CMDB, preserving data integrity while providing a simplified, efficient user interface with real-time awareness of asset data.

ECS' experts leverage our IRE expertise to apply centralized framework processes across diverse data sources. We follow Common Service Data Model guidelines to provide a single location for employees to access and use CMDB data, enhancing a host of dependent and interrelated business processes including service request management, incident management, problem management, change management, and portfolio management.



## HUMAN RESOURCES (HR)

**CHALLENGE:** Your organization uses many legacy systems to capture and maintain personnel records. These systems are costly, cumbersome, and hard to navigate.

**Solution:** ECS uses ServiceNow to implement intelligent routing, real-time dashboards, logical employee and task groupings, and self-service technology to transform your HR department. We use ServiceNow's HR module to build transparent, step-by-step guides for hiring managers to efficiently process new employees. Cross-department visibility and task workflows allow for easier onboarding and offboarding.

The ServiceNow HR module provides an easy-to-use self-service portal for employees to quickly reach HR, IT, and other departments through a secure desktop or mobile experience. Employees can find immediate assistance by using ServiceNow's "Virtual Agent," an automated conversational chat-bot, or by transferring to a live representative. This portal includes a knowledge platform to answer frequently asked questions, reducing the burden on internal HR teams.

ECS also provides stakeholders real-time access to data via an analytics dashboard, granting visibility into resource volume and departmental needs in order to efficiently allocate resources and eliminate unnecessary costs. By auto-populating repeated fields on employee records, we ensure correct classifications while minimizing human error.



## SECURITY OPERATIONS

**CHALLENGE:** Your security team struggles to maintain real-time visibility into potential cyber threats. Extracting information from multiple disparate data sources slows incident response times.

**SOLUTION:** ECS uses the ServiceNow Security Operations capability to connect your security and IT teams, helping them respond faster and more efficiently to security threats. Our experts develop integrations and data loads from multiple sources into the ServiceNow platform, speeding up data collection and review to aid decision-makers with relevant and timely information. Based on these insights, we auto-create incidents with rules and filters that enable your team to quickly and proactively manage threat events.

Our team also uses ServiceNow to create consolidated reports and automated dashboards, reducing data latency and improve visibility—transforming your organizational cybersecurity approach from reactive to proactive. Compliance dashboards deliver the results of cybersecurity audits, providing stakeholders with an overarching view of system vulnerabilities, as well as a critical tool for remediation.

**Interested in learning more about ECS' ServiceNow Security Operations solutions?** Reach out and **talk to an expert** at [cloud@ecstech.com](mailto:cloud@ecstech.com)

ECS is a leading information technology provider delivering solutions in cloud, cybersecurity, software development, IT modernization, and science and engineering. The organization's highly skilled teams approach and solve critical, complex challenges for customers across the U.S. public sector, defense, and commercial industries. ECS maintains partnerships with leading cloud and cybersecurity technology providers and holds specialized certifications in their technologies.