

Customer Use Case

# A Global Manufacturing Company Seeks To Use ServiceNow OT to Enhance Operation Efficiency, Reduce Repair Times, and Enhance Their Employee Experience.





**A leading manufacturer with a global presence and multiple operational plants seeks to improve operational efficiency, reduce mean time to repair (MTTR), and enhance the employee experience across all levels of the organization.**

The Company recognizes the need to extend enterprise-level knowledge management systems to the plant level for easy access to critical information, process standardization, and operational focus.

**The Company was facing several operational challenges:**

- Inconsistent access to knowledge across different plants and positions led to inefficiencies and a lack of standardized processes.
- Increased Mean Time to Repair (MTTR) due to the lack of a centralized knowledge base, causing delays in operations and maintenance.
- Disparate systems and lack of integration with key platforms, such as SAP and HMI (Human-Machine Interface), caused data silos and coordination issues, leading to inefficiencies and errors.
- Inefficiencies in the updating and distribution of Standard Operating Procedures (SOPs) affecting operational precision and responsiveness at the plant level.

The Company collaborated with ITS Partners to deploy ServiceNow's Knowledge Base, integrating site OT Assets from SAP into ServiceNow's extended CMDB tables and leveraging Service Management workflows. The primary objective of this project was to centralize the knowledge management process and closely link it to the Company's operational assets.

## The key elements of the solution included:

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### Centralized Knowledge Management

The Knowledge Base was expanded to include operational assets information, standard operating procedures (SOPs), and best practices tailored to the plant level, which ensured that all employees, whether in local or global positions, had access to the same essential data.

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### Customizable Workflows

ServiceNow's OT capabilities allowed for creating customized workflows to standardize processes across all their plants. This standardization promoted consistent operations and reduced errors, leading to improved decision-making.

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### Robust Integration Capabilities

The ServiceNow platform was integrated with existing systems like SAP for enhanced data exchange capabilities. This integration allowed for real-time updates and better coordination between different processes.

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### Future Proofing

The solution provided the foundation for future integration with Human Machine Interface (HMI) systems, ensuring that the knowledge base could be further expanded and remain relevant as technology and operational needs evolve.

Post-implementation, the Company will achieve a better employee experience, reduction in MTTR, increased quality via process standardization, improved efficiency and improved operational focus.

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**Improved Employee Experience:**

Employees will have easy and quick access to vital information, leading to better job satisfaction and productivity.

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**Reduction in Mean Time to Repair:**

A centralized and easily navigable knowledge base means that first responders and maintenance crews can quickly find the information necessary to address issues, significantly reducing downtime.

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**Increased Quality via Process Standardization:**

Adopting standardized workflows ensures consistency in plant operations, increasing the output's efficiency and quality.

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**Improved Efficiency:**

Integration with SAP facilitates more efficient and accurate data exchange, streamlining operations and enabling more agile responses to changing conditions.

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**Improved Operational Focus:**

By aligning the knowledge base with operational needs, the Company responds more precisely and rapidly to plant-level challenges.

Adopting ServiceNow's OT Service Management capabilities has brought about a revolutionary change in the Company's approach to operational efficiency and knowledge management. It will streamline their processes and enhance their decision-making capabilities, significantly improving efficiency, quality, and the employee experience. By integrating enterprise and plant-level operations, they have established a robust foundation for future technological advancements and ongoing enhancement of its operational framework, guiding it towards achieving operational excellence.



If you would like to talk about how ITS Partners and ServiceNow can be a great solution for your company, reach out to us at [info@itsdelivers.com](mailto:info@itsdelivers.com) or visit [www.itsdelivers.com](http://www.itsdelivers.com)