

Migrating to ServiceNow in record time – using Gold Blueprint



Any business that wants to function successfully and achieve its goals needs the right IT service management (ITSM) platform. And if that business is going through a period of rapid growth and quickly adding new clients and employees, this only becomes more important and urgent.



One of CIH's clients recently found itself in exactly this situation – when it realised the functionality of its legacy ITSM platform, Cherwell, wasn't meeting its requirements.

As a platform-agnostic consultancy, CIH were able to step in to advise on whether to upgrade to a new version of Cherwell or migrate to a new system, which new system to adopt – and then manage the new implementation in partnership with HCL. Here's what happened...

Speaking the same language

The company in question is a managed service provider (MSP) with around 50 clients and growing. It was using an outdated version of Cherwell, but its functionality wasn't matching up to the needs of the expanding business. There was an option to upgrade to a more recent version of Cherwell, but the IT service delivery leadership was uncertain

as to whether that could deliver what they needed.

Believing it was most likely time for a fresh start, they drew up an extensive list of requirements and started to look around at other options. However, its Cherwell licence was up for renewal in the near future and so the company needed to quickly make a decision and act on it.

That's when they sought the advice of CIH, one of the UK's leading ITSM

consultancies. And the two businesses immediately hit it off, as they felt they both ‘spoke the same language’. This was down to the fact that CIH is also an MSP and an SME, so was immediately able to understand its client’s requirements – which can often be challenging in this territory as there are no ITSM platforms that are specifically designed for MSPs.

A broad knowledge of the ITSM landscape

In the first place, CIH advised on the best system to migrate to. One of the most valuable aspects they brought to the table was that CEO Chris Hodder and his team were able to see beyond the claims and promises made by vendors and offer a clear picture of what, realistically, each system could deliver.

Based on the client’s requirements, CIH recommended switching to ServiceNow, using HCL’s DRYiCE Gold Blueprint (GBP) as the base for the implementation.

This was down to GBP’s preconfigured processes and workflows, with predefined rules and policies, that allow for rapid implementation – essential, as it was vital to move at pace before the Cherwell licence expired. What’s more, as this predefined framework is based on best practice experience, CIH were also confident it would ensure the quality of the implementation and long-term success of the project.

At this point, the client was impressed with CIH’s broad knowledge of the ITSM landscape, and the fact that it is platform agnostic, which gave them the confidence to know they were selecting the best option for the business.

They particularly appreciated CIH’s honesty and the fact that they would not push one solution over another, but rather base the recommendation on what was genuinely best for the client.

Furthermore, their in-depth knowledge of Cherwell, ServiceNow and HCL’s DRYiCE

Gold Blueprint was invaluable throughout the migration process. That helped when, for example, the client gave CIH full access to its Cherwell system to find the information required to understand how the business was currently running.

Moving at pace

The only problem was they now had just six weeks to go live with ServiceNow before Cherwell was switched off for good. Whereas a normal, ‘comfortable’ timeframe for this kind of migration would normally be around six months...

However, the project was successfully completed within the time allotted. This was largely down to the fact that everyone kept the scope down to a minimum, focusing primarily on incidents and service requests – coupled with the outstanding support received from both CIH and HCL.

In particular, the client applauded the synchronisation between CIH and HCL which helped keep up the pace of the project. They also appreciated the consultative and project management capabilities of both teams, alongside their fluid approach to problem-solving and the fact that they were constantly available throughout the implementation.

Helping the client add value for its customers

The client’s primary objective was to be able to deliver improved value to customers by deploying tools such as customer-facing portals and chat functionality – which have now been successfully implemented. As a consequence, they are confident they are

able to service their customers better.

Looking to the future, the client intends to keep adding functionality to the system – either from ServiceNow toolsets or ones from other providers that can be bolted on. It’s very much seen as a long-term investment in time and development – but the client is confident that, with CIH’s continuing involvement, further success will be possible in the future.



About DRYiCE Gold Blueprint

Gold BluePrint is the ecosystem of HCL best practices, involving a group of service management processes and a state-of-the-art operating environment. It offers a superior user experience to manage enterprise IT services, allowing executives to make better-informed decisions.

About DRYiCE

DRYiCE™ is a division of HCL Technologies focused on building industry-leading AI and cloud software products that transform and simplify IT and business operations. It delivers AI-led service assurance, enterprise-wide digital agility and business process flow intelligence for service-oriented enterprises.