

Case Study

Accelerating Adoption

How an Insurer Streamlined Operations
with 95% Workflow Automation in ITAM





Client

A prominent U.S.-based insurance company recognized among the top commercial property and casualty insurers, serving both individuals and businesses through a wide network of independent agents. With a focus on resilience, regulatory agility, and technology-driven services, the company continues to invest in digital modernization to stay ahead in a fast-evolving insurance landscape.



Market dynamics

In today's insurance landscape, businesses must constantly adapt to regulatory shifts, cybersecurity threats, infrastructure complexity, and market disruption. Evolving compliance standards and rising technology risks are compelling insurers to modernize operations while maintaining agility and cost control. At the same time, fragmented asset management practices and inconsistent internal processes are limiting visibility and efficiency across enterprise functions.

To address these challenges, leading insurers are adopting ServiceNow ITAM implementation strategies to streamline asset tracking, unify tools, and reduce risk exposure. By consolidating systems and improving asset governance, organizations can boost productivity, enhance operational resilience, and make more informed decisions—key differentiators in a competitive and regulated market.



Challenges

The client faced several critical challenges such as:



No standardized asset management process

Without a consistent approach, teams followed their own methods for tracking asset ownership, usage, and maintenance. This fragmented oversight made it difficult to keep tabs on where assets were or when they needed updates, leading to inefficiencies and missed opportunities for optimization.



Multiple tools, no unified visibility

The organization relied on multiple tools for managing assets, but without a centralized platform to connect them. This made it difficult to track progress, monitor asset lifecycles, or ensure process consistency, leading to information gaps and reduced oversight.



Disjointed practices across departments

Different units followed their own asset management methods, creating confusion, duplication of efforts, and fragmented data.



Limited knowledge sharing

Without a centralized knowledge base, teams lacked access to best practices, making troubleshooting harder and reducing consistency in asset handling.



LTIMindtree solution

To address the client's fragmented asset management landscape and inconsistent workflows, LTIMindtree implemented IT Asset Management through a comprehensive ServiceNow ITAM implementation tailored to their needs:



Defined a unified ITAM framework by conducting a thorough process and functional analysis. This helped eliminate inconsistent asset tracking and aligned practices across teams with ServiceNow's proven standards.



Integrated key modules like Hardware Asset Management (HAM), Software Asset Management (SAM), and Mobile workflows across business units to replace siloed tools with one consistent system, creating a single source of truth.



Established a centralized repository for asset data, enabling clearer visibility, smoother tracking, and easier process completion.



Streamlined SaaS integrations to connect various asset management tools, addressing the lack of system integration and improving cross-team coordination.



Developed a transparent, accessible knowledge base to support teams with best practices and reduce gaps in understanding, helping overcome issues with limited knowledge retention and inconsistent application.

This ServiceNow ITAM implementation not only standardized asset governance but also paved the way for strategic, insight-driven asset decisions.



Business benefits



Streamlined and automated operations

95% of workflows across hardware, software, and mobile assets were automated via 12 Service Catalogues- drastically cutting manual effort and boosting execution speed.



Centralized visibility and stronger compliance

A unified HAM and SAM setup provided better control, reduced audit risks, and enforced consistent practices across teams.



Rapid implementation and system integration

The transformation was delivered in just **7 months**, integrating asset operations with third-party procurement systems.



Elevated user adoption

A post-deployment CSAT score of **4.7** led to over **27%** higher adoption rates, reflecting improved user experience.



Insight-driven asset strategy

Real-time dashboards and KPIs enabled smarter decision-making, performance tracking, and resource planning.



This successful ServiceNow ITAM implementation

Demonstrates the tangible value organizations can gain when they proactively implement IT Asset Management at scale.



Conclusion

This initiative laid the groundwork for consistent, transparent IT asset management across the organization. Current efforts focus on deeper integrations and smarter reporting. In the long run, it supports scalable operations, better risk control, and improved agility. Future opportunities include expanding automation, harnessing AI insights, and aligning asset strategies with evolving digital transformation goals.



LTIMindtree is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700 clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by 86,000+ talented and entrepreneurial professionals across more than 40 countries, LTIMindtree — a Larsen & Toubro Group company — solves the most complex business challenges and delivers transformation at scale. For more information, please visit <https://www.ltimindtree.com/>.