

Case Study

Saving 76.5K Hours and Boosting CSAT to 4.9

The Power of Proactive ITOM in Action





Client

The client is a Fortune 500 energy provider serving nearly 4 million customers across Connecticut, Massachusetts, and New Hampshire. It delivers electricity, natural gas, and water services. This includes 1.4 million electric and 300,000 gas customers in Massachusetts, over 500,000 electric customers in New Hampshire, and 1.2 million electric customers across 149 cities and towns in Connecticut.



Market dynamics

The utilities sector is undergoing a fundamental transformation as demand for uninterrupted energy services surges across residential, commercial, and industrial domains. With the growing adoption of renewables, grid modernization, and distributed energy resources, energy providers are under increasing pressure to scale operations while maintaining reliability and efficiency.

To support this, many organizations are turning to ServiceNow ITOM implementation to gain a unified view of their complex IT environments. ITOM enables faster decision-making, smarter incident response, and more resilient infrastructure through automation, service mapping, and real-time monitoring. As utilities digitize operations to meet evolving market needs, a well-governed and proactive ITOM strategy becomes key to improving uptime, minimizing risk, and delivering consistent service experiences.





Challenges

The client was facing persistent challenges in managing its IT operations, which impacted service continuity, team productivity, and end-user satisfaction:

Higher Mean Time to Resolution (MTTR)

- Lack of standardized troubleshooting processes and heavy manual intervention led to prolonged incident resolution times.
- Absence of shared knowledge repositories delayed problem-solving.

Reactive incident handling

- The IT team primarily focused on resolving incidents after they occurred, rather than proactively identifying and mitigating potential issues.
- The lack of predictive analytics and monitoring tools prevented early detection of anomalies, leading to frequent service disruptions.

Frequent ticket reassignments and unclear ownership

- Incidents and service requests were frequently reassigned due to unclear ownership or lack of necessary skills within teams.
- Poorly defined categorization and routing logic in the IT service management (ITSM) system led to delays in assigning incidents to the right resolution groups.

Delayed IT processes due to inefficiencies

- Ineffective collaboration between different IT teams created bottlenecks, slowing down resolution cycles.
- Inconsistent or missing documentation forced teams to start troubleshooting from scratch, further extending resolution times.

Incomplete and unreliable CMDB

- A fragmented or outdated configuration management database (CMDB) lacked accurate asset relationships, making root cause analysis and impact assessment difficult.

Limited visibility into IT operations

- Inadequate monitoring and reporting tools hindered real-time insights, leaving IT teams blind to service health and incident trends.

Business disruptions and lower customer experience

- The compounding effect of these inefficiencies impacted SLAs, increased costs, and affected customer experience.



LTIMindtree solution

To help the client address these challenges and transition from a reactive to a proactive operations model, LTIMindtree implemented a suite of ServiceNow ITOM implementation solutions. The deployment focused on automation, intelligent monitoring, and complete infrastructure visibility.

Automated discovery and service mapping

- ServiceNow ITOM implementation included discovery to automatically identify and update IT assets, ensuring complete and accurate CMDB.
- Service mapping helped build relationships between services and infrastructure, improving impact analysis and root cause diagnostics.

Proactive event management for incident prevention

- ServiceNow ITOM implementation integrated event management with monitoring tools to detect anomalies early and correlate alerts automatically.
- This enabled the IT team to respond faster and avoid major disruptions.

Automation for reduced resolution time

- Self-healing orchestration workflows addressed common issues like server restarts and disk cleanup automatically.
- By minimizing manual efforts, the team significantly reduced dependency on L1/L2 support and applied MTTR reduction strategies effectively.

Automated routing and ticket assignment based on accurate CMDB

- Integration of ServiceNow Discovery and System Center Configuration Manager (SCCM) ensured complete and up-to-date CMDB, eliminating data gaps.
- Automated ticket routing leveraged CMDB relationships to assign incidents to the right teams based on affected services, applications, and infrastructure components, minimizing reassignments and ticket hops—directly contributing to MTTR reduction strategies.

Enhanced visibility and reporting

- Application portfolio management (APM) provided deep insights into application usage, health, and business alignment, enhancing visibility across IT operations.
- IT Operations Management (ITOM) and Common Service Data Model (CSDM) ensured structured data governance, improving service tracking and decision-making.
- Dashboards, real-time analytics, and automated reporting enabled leadership to monitor incident trends, system health, and service performance, driving continuous improvement.

Together, these implementations shifted IT operations to a proactive, automated, and insight-led model—improving service reliability and operational maturity through a robust ServiceNow ITOM implementation.



Business benefits



70% reduction in Mean Time to Resolution (MTTR)

Faster response and issue resolution through automation and standardized workflows using tailored MTTR reduction strategies.



76.5K manual hours saved

Significant efficiency gains from self-healing mechanisms and automated service operations.



Proactive incident management

Real-time anomaly detection and predictive alerts helped prevent issues before they impacted users.



4.9 CSAT score

Improved end-user satisfaction driven by consistent service delivery and reduced downtime.



Improved visibility and smarter decisions

Unified dashboards, application insights, and real-time analytics enabled better governance and IT strategy alignment.



Stronger business continuity

Enhanced service reliability and fewer disruptions safeguarded critical operations.



CSDM-aligned platform maturity

50% year-on-year growth in CMDB accuracy and maturity over five years, strengthening the IT backbone.



Client testimony



The professionalism, knowledge, patience, proficiency and expertise of each one of you is what enables the rest of us – the organization's management, support professionals, and our valuable end-users

– SMO Lead





Conclusion

By implementing ServiceNow ITOM, the client transformed their IT operations from fragmented and reactive to connected, automated, and insight driven. The solution empowered the client to identify issues quickly, optimize service delivery, and improve the overall end-user experience.

With streamlined operations, accurate service dependency mapping, and intelligent automation, the client now benefits from stronger business continuity, reduced risk, and greater IT agility—laying a scalable foundation for future growth and innovation. In essence, the engagement successfully delivered measurable outcomes using intelligent MTTR reduction strategies and a future-ready ServiceNow ITOM implementation approach.

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