

Wall Street Financial Services

The biggest credit rating agency and provider of financial analysis software, takes a leap towards upgrading I&O automation with ICG LLC.





Customer was challenged with failing SLAs for Cloud Services provisioning and decommissioning and required a solution that would remove manual touchpoints and speed up Cloud Services.

Challenge

Strict ITSM controls on processes related to server provisioning and management

Solution

Enabled and simplified server provisioning in vRA from the ServiceNow Service Catalog

Products

ICG Cloud Automation Framework
VMware vRealize Automation
ServiceNow ITSM
ServiceNow Discovery
Puppet

Modernizing infrastructure provisioning while maintaining stricter compliance

The customer was struggling with long delivery times for basic IT services, specifically around provisioning and decommissioning servers to support upstream business use cases. A lack of integration between the end user facing service portal and the back-end service delivery engines caused numerous manual steps to be required in order to bring new servers online. In addition, more manual steps were required to keep the companies CMDB up to date as provisioning and decommissioning requests were completed.

The Cloud Automation Framework acted as a connector between ServiceNow's ITSM and CMDB processes and vRA's automation capabilities. vRA by nature is a product that must be customized heavily and providing an interface between ServiceNow and vRA is tricky and difficult to maintain. The framework provided this very interface and is flexible enough to be aligned to the customer's particular business goal.



Industry:
Finance



Location:
New York,
USA



Employees:
5,076