CriticalRiver boosts US tech firm with Service Desk Automation and Predictive Insights

The Customer

A global provider of network test, monitoring and assurance solutions for communications service providers, enterprises, network equipment manufacturers etc.

The Challenge

- To implement a solution for the customer for quick analysis of incident data and KPIs exists in their incident management platform, ServiceNow
- Solution must be capable to provide detailed report of existing data as well as incoming data
- Easy to understand dashboards and able to make decisions to control the incident volumes

The Solution

- Implemented an automated solution to periodically polls the data from the customer' s ServiceNow platform and provides a dashboard with detailed reports of incident data
- Automated the process of transforming the incident data into the insightful dashboard through the custom services and with the help of MS SQL database
- Easy to access and manage reports through a web application with minimal setup process

The Results

- User friendly reports sliced through year-wise further drilled down to monthly-wise for each category, state, Source, Priority, and all other available metrics
- Helped customer to make conscious decisions with potential issues, and the areas of improvement
- Reduced in manual hours of analyzing the data and creating custom reports and dashboards for presenting them to the CxOs

Impact Delivered

- 30% increased productivity of IT staff
- ITSM processes optimization
- 10% reduction in noise achieved through automated recommendations

Solution Components

MS SQL, Microsoft Power BI, ServiceNow