

CASE STUDY

How Automation Supports Large-Scale ITSM Data Migration Efficiency: Capgemini

OVERVIEW

Precision Bridge automated and accelerated a complete migration of ITSM data from BMC Remedy to ServiceNow for one of Capgemini's strategic clients. They also migrated data from SharePoint and Clarity applications. Processes included identification of key application data in BMC Remedy that could be streamlined through deployment of automated templates and using a separate Precision Bridge adaptor to pull data from the client's SharePoint Library. The results were immediate and allowed the client to finish the full migration project in just two months. This saved over 4,928 hours of manual effort and provided a new, flexible platform that could be reused for future projects.

PROBLEM BACKGROUND

Data management is one of the biggest barriers for any migration project. There are real concerns about the time and effort required for manual data migration. This includes classification and prioritization of data, potential loss of critical data points, and accuracy of migrated information.

This was the problem for Capgemini, a multinational technology services and consulting company who needed an efficient way to migrate their client's large-scale data to a new ITSM platform. Their client used BMC Remedy alongside the SharePoint and Clarity applications to manage their ITSM needs, but these solutions were growing out of date. Capgemini performed an analysis to determine how feasible a migration would

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be to the ServiceNow platform. They realized that performing the migration manually wasn't possible. There were too many elements to coordinate that would prevent them from finishing their project within their required timeline.

As they faced this challenging migration under a strict deadline, Capgemini researched potential solutions and contacted Precision Bridge for help.

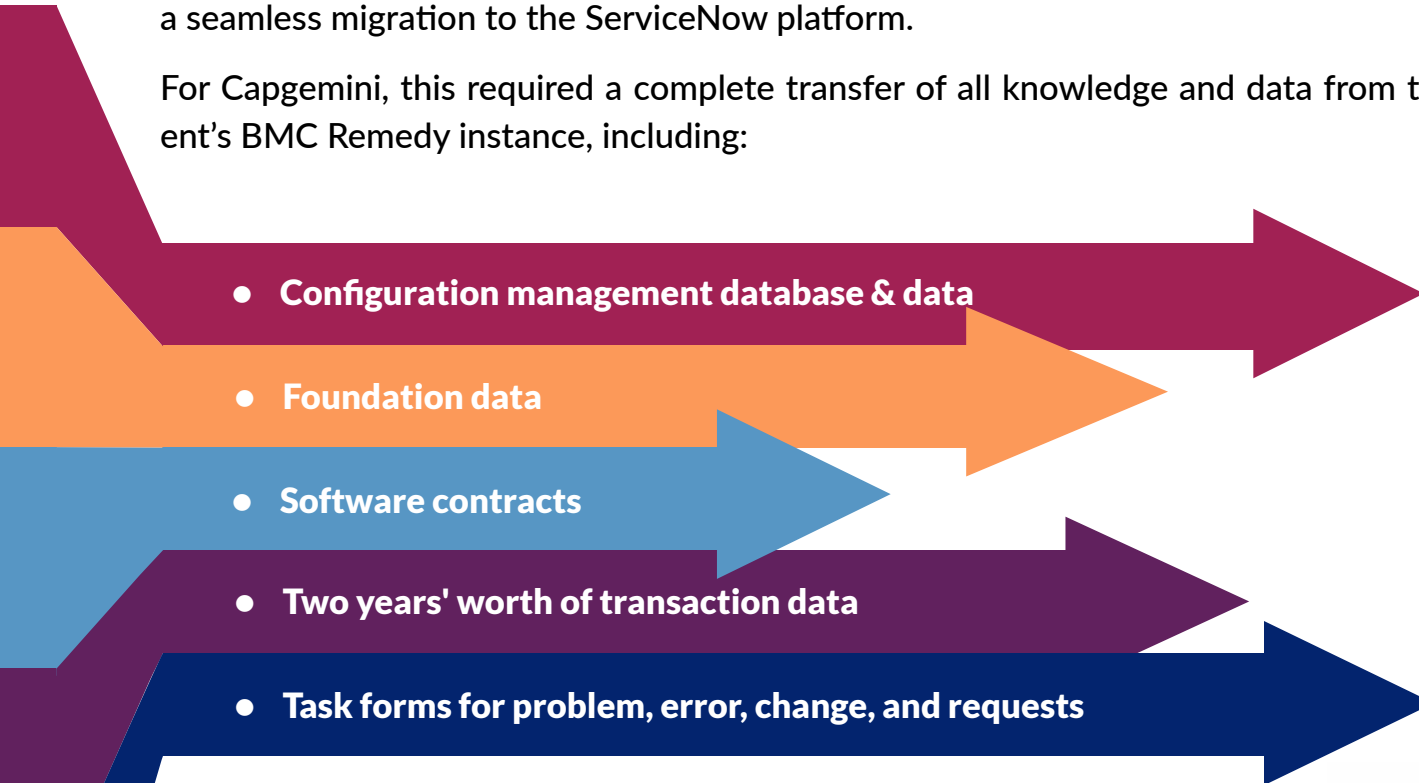
THE SOLUTION

Precision Bridge illustrated from the early stages of migration planning that many of Capgemini's data migration requirements could not be addressed using manual processes. They could be handled far more efficiently using a purpose-built tool like Precision Bridge with predefined templates for cross-platform ITSM migrations.

This was welcome news to Capgemini because they had millions of data records to migrate. Even with out-of-the-box solutions, data migrations of this size present numerous challenges. Each vendor has its own interpretation of what's included in a standard platform, and this results in different naming conventions across sources, targets, and many different relationships. These must all be preserved across the migration itself.

Performing these migrations by hand is too time-consuming to be feasible for most organizations, but by using Precision Bridge, the whole process can be automated to facilitate a seamless migration to the ServiceNow platform.

For Capgemini, this required a complete transfer of all knowledge and data from the client's BMC Remedy instance, including:

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- **Configuration management database & data**
 - **Foundation data**
 - **Software contracts**
 - **Two years' worth of transaction data**
 - **Task forms for problem, error, change, and requests**

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Capgemini's client also had data housed in a SharePoint Library and Clarity Projects instance, both of which required migration to ServiceNow. Precision Bridge built a separate adapter to transfer SharePoint data during the course of the project, a necessary step that allowed Capgemini to achieve its migration on schedule.

PROJECT RESULTS

By adopting Precision Bridge, Capgemini accelerated the entire migration process from start to finish. This was achieved by deploying both pre-built templates and purpose-built adaptors to identify what was needed, automate migration elements, and eliminate the need for any manual export/import or development effort.

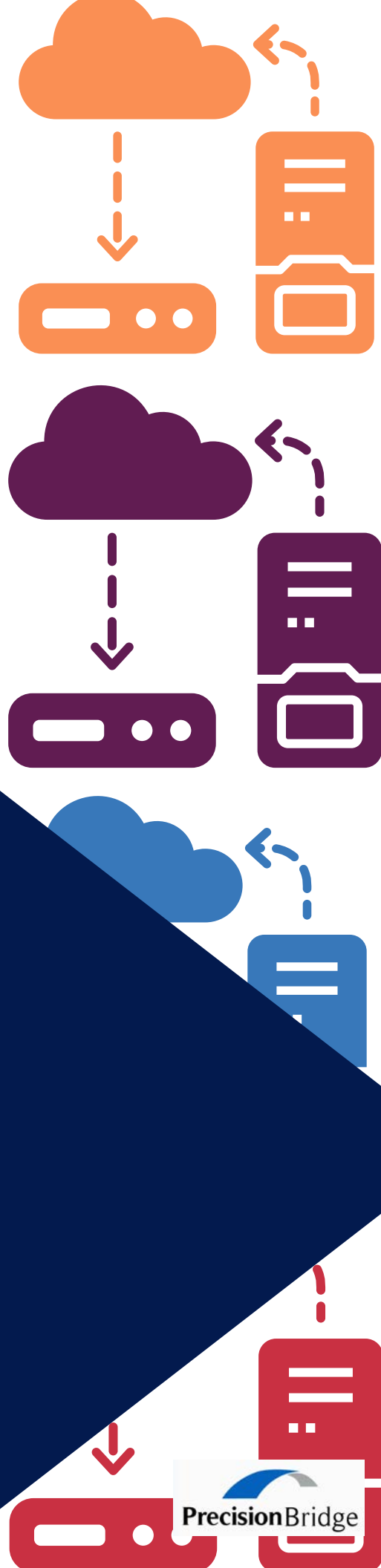
In total, the project took just one full-time employee two months to map, test, and load into ServiceNow over 15 different transaction types, associated workflow entries, related records, CIs, tasks, and objects. Precision Bridge's automated tools accelerated this process beyond Capgemini's expectations.

"If we were to have built the functionality needed instead of using Precision Bridge, we would be looking at 4-6 people for six months to provide the bare minimum functionality, not to mention the necessity of having to instill confidence in our management and client management that we would be ready, and the results would be accurate and viable."

– Jeff Becker

Service Integration System Architect, Capgemini North America

Precision Bridge's migration approach saved Capgemini an estimated 4,928 hours of manual effort.



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Following this implementation, Capgemini now uses the Precision Bridge tool for complex ServiceNow migration projects around the globe. Precision Bridge is the tool of choice to automate and accelerate the migration of data from legacy vendor platforms to ServiceNow.

Part of the project's success was attributed to template-based data mappings, but Precision Bridge also took a hands-off approach to project management from the project's earliest stages. They provided early-stage training for Capgemini to show them how to use the product from day one. At the same time, they provided a comprehensive customer support portal backup-up by highly responsive technical support for emerging issues along the way.

This multi-faceted approach provided several benefits to Capgemini's migration project. The automation and acceleration of migration elements produced substantial cost savings while guaranteeing a level of data migration accuracy and validity that manual processes couldn't match. These elements, combined with in-person training, provided additional flexibility for Capgemini which ultimately led to a successful outcome.

Precision Bridge projects are reusable by nature. This allowed Capgemini to save the migration mappings and adapt them as necessary for re-use on future projects, thereby saving additional effort.

Precision Bridge provides a range of migration adaptors that facilitate both cross-platform ITSM migrations and inter-platform migration for ServiceNow for customers wishing to upgrade to a greenfield instance or consolidate existing instances. It also supports ITSM data replication to a customer's data warehouse for archiving or BI reporting.

Moving forward, the ServiceNow platform, supported by the Precision Bridge tool will become a core part of Capgemini's approach to ITSM management.

