

# One Approval Through ServiceNow ITSM



## Company Overview

NTT Data, commonly called "NTT," is a preeminent global leader in technology services, renowned for delivering innovative and comprehensive IT and communications solutions. Operating across more than 200 countries and regions, NTT facilitates organizational digital transformation through advanced technologies, resilient infrastructure, and a steadfast commitment to excellence. Its broad service portfolio encompasses managed services, cloud solutions, network services, and cybersecurity offerings, positioning NTT as a reliable partner for businesses on a global scale.

## Background

Historically, the executive team at NTT relied on manual processes and spreadsheets to manage approvals. This traditional approach presented considerable difficulties in effectively managing resources and ensuring compliance.

## Challenges

### Manual Processes

The reliance on email chains, paper-based forms, and spreadsheets resulted in significant inefficiencies, contributing to a disjointed and cumbersome workflow. This process frequently required numerous exchanges and manual interventions, ultimately hindering operational efficiency.

### Limited Visibility

The absence of transparency in approval workflows impeded the capacity to monitor request status, identify process bottlenecks, and ensure timely issue resolution.

### Audit Compliance

The absence of a centralized approval system posed significant challenges in maintaining audit trails and ensuring adherence to regulatory compliance.

## Solution

Nihilent has developed a sophisticated ServiceNow IT Service Management (ITSM) application aimed at revolutionizing the approval workflows within NTT's request management system. This innovative solution introduces a new portal designed to streamline the submission of service requests, while consolidating the approval processes into a single, unified framework. Leveraging the advanced capabilities of ServiceNow ITSM, the application substantially improves both the efficiency and transparency of approval handling procedures.

## Key Features:

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### Centralized Service Portal

A unified, intuitive portal developed on the ServiceNow platform enables employees to submit and manage their requests effortlessly through the ServiceNow ITSM application. This streamlined interface enhances user interaction and service access by ensuring that all requests are efficiently logged and tracked within a centralized system.

The user-friendly design, leveraging ServiceNow functionalities, incorporates additional features to optimize the approval and rejection processes. Key enhancements, such as one-click approval and rejection options, were integrated to accelerate these workflows, thereby minimizing the time and effort needed to process requests. These improvements ensured compliance with organizational policies and significantly enhanced the overall user experience.

### Customized Workflows

Nihilent facilitated the design and implementation of customized ServiceNow workflows to address the organization's unique needs. These workflows effectively automated approval processes, thereby minimizing the need for manual intervention and improving operational efficiency.

### Automated Notifications

The ServiceNow notification system was systematically configured to generate automated email alerts based on predefined conditions and criteria. Notifications were programmed to be activated under specific circumstances, such as upon the submission, approval, or rejection of a request. This design facilitated the timely dissemination of information, ensuring that relevant parties were promptly informed of critical milestones and any required actions. Consequently, the system played a crucial role in maintaining effective communication among stakeholders, keeping them consistently updated on the status of approval processes.

## Benefits Realized

### Streamlined Processes

The new system's implementation eradicated manual and unstructured email processes, substituting them with a streamlined self-service interface. This transition led to more integrated and efficient workflow management.

### Enhanced Visibility

ServiceNow's dashboards and reporting functionalities provide real-time visibility into approval statuses, facilitating stakeholders' ability to monitor progress, identify bottlenecks, and implement proactive measures to accelerate the approval process.



## Conclusion

The effective deployment of the ServiceNow ITSM application for Request Management, spearheaded by the Nihilent team, significantly enhanced the approval processes at NTT. Through standardization, automation, and optimization of workflows, NTT has realized efficiency, transparency, and compliance improvements within its approval procedures. This transformative advancement strategically positions NTT for sustained growth and success in an increasingly dynamic business environment.