

CASE STUDY

A Top University managed cloud environment better and faster with Alcor's efficient ServiceNow CMP Implementation

A top university in the US, our customer was looking to consolidate their cloud solutions to build a one-stop shop for colleges and ancillary departments. The vision was for a self-service portal for provisioning resources, dashboard visibility, and proactive operational support eliminating the need for IT support. This would help the customer ensure optimal resource use, efficient operations, and cost savings. With Alcor's unique capabilities, experience and expertise in the Cloud space and a mastery with AWS, Azure and ServiceNow®, we were able to provide a unique solution to our customer, streamlining the entire process in a significantly short period.

Business Need

Our customer was using cloud platforms to drive their educational initiatives. But there was a challenge.

The university IT staff quickly realized that they needed a governed cloud experience to expand usage across the college and ancillary users, while minimizing the use of IT staff for support. This meant a need for a consolidated window into all cloud resources, better self-service, and easy reporting to IT support in specific scenarios.

Our customer was looking to streamline these recurring activities of running a cloud enabled organization. Alcor recognized that their business need for cloud management was three-tiered:

- 1. Better quality self-service in an automated and controlled environment with minimal IT support**
- 2. Patching, backup, and reporting services to colleges and ancillary departments**
- 3. A user-friendly portal for colleges and ancillary departments needing cloud services**

Implementation Challenge



The customer was using AWS for their cloud provisioning needs and Azure Log Analytics to capture alerts for AWS resources. Through successful implementation, Alcor was able to integrate Azure Log Analytics and AWS to provide visibility into key metrics for the customer.

To support the self-service model, threshold alerts were enabled for the owners when limits were nearing. The objective being that the owner could remediate on their own and only request help from IT support when facing challenges, they were unable to resolve.

Alcor Solution

Building on the challenges that our customer was facing and their unique business needs, Alcor provided a solution approach - implemented ServiceNow® CMP Cloud Management. This implementation provided consolidated billing view, resource management, provisioning, alerting, and metric thresholds for incident management which enabled our customer for an end-to-end cloud management experience. On top of the ServiceNow CMP Cloud Management tool, Alcor built a self-service portal providing them an easy to use self-service experience, ease of use, visibility, and control for users.

By enabling Event Management – a module in ServiceNow®, the user could drill down on the metrics and ask for help where needed. For instance, they could see if a certain resource were reaching its threshold and then let an IT support engineer know about the situation, if they were unable to resolve it themselves.

Implementation Process

The implementation process included creating a user-friendly portal to allow users to provision resources and view key metrics in the dashboard. Alcor interlinked correlations between the resources and made easy access to tracking and monitoring tools through ServiceNow® interface.

Alcor also associated users to specific groups with clear access protocols and the capability to track what resources a particular user spins up and also set up group management for the customer. This allowed them to filter resources and metrics according to the user or the group, so that a user could view the resources they have provisioned or those in their groups. A user could be part of more than one group, so this functionality helped users to see their own and their group's resources.

Advanced features were allowed for IT Support administrators to achieve the following:

Insight Explorer to drill down on events and alerts to see the performance of resources on the cloud and derive insights to help decision-making.

Anomaly maps to detect anomalies in resources way before they hit the extreme thresholds that generate events in the system. This allowed an IT support administrator to have a view of how the various resources were performing at any time.

The Outcome

The consequences of this transformational undertaking for the customer resulted in more visibility for their IT support staff, ease of use for colleges and ancillary departments, catalogue for the IT service management owners, ease of provisioning new resources for admins, and added capabilities to manage all cloud resources hassle-free for college users.

As a result, the customer is now able to efficiently offer a cloud solution through a single unified console accessible by colleges and ancillary departments.



About Alcor

Alcor is a global cloud advisory and implementation services company serving clients in multiple geographies including North America, Europe, Japan and India. Alcor clients include global Fortune 500 companies, Government agencies and leading organizations in multiple industry verticals.

Alcor is an Elite ServiceNow® Partner and works with other select enterprise technologies to deliver solutions and services that help drive digital transformation for businesses. They advise leading businesses on cloud platforms, solution architecture, enterprise service management and integrating IT service delivery. They also provide business process consulting to capture, re-engineer, and improve processes that can easily be automated to deliver real value.