

Knowledge11



that was easy:



ERP for IT – Vision to Reality

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Learn Share
Connect

Share our vision & strategy for “ERP for IT and beyond”

Present our program approach, critical success factors, execution methodology

Share our experience - what worked, what didn't work at Staples?

ERP for IT...and beyond



Global



User Friendly

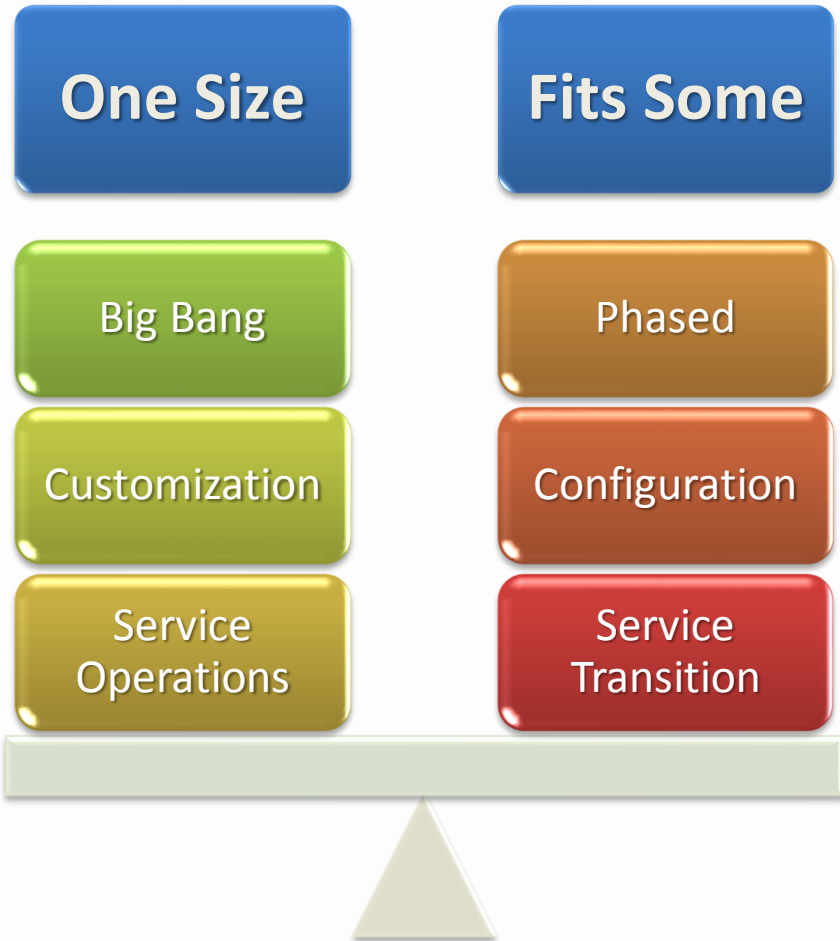


Integrated

A strategic program to consolidate technology, better integrate processes and thus become a Global IT organization



...a difficult choice to make



Should we implement our core operational processes first?

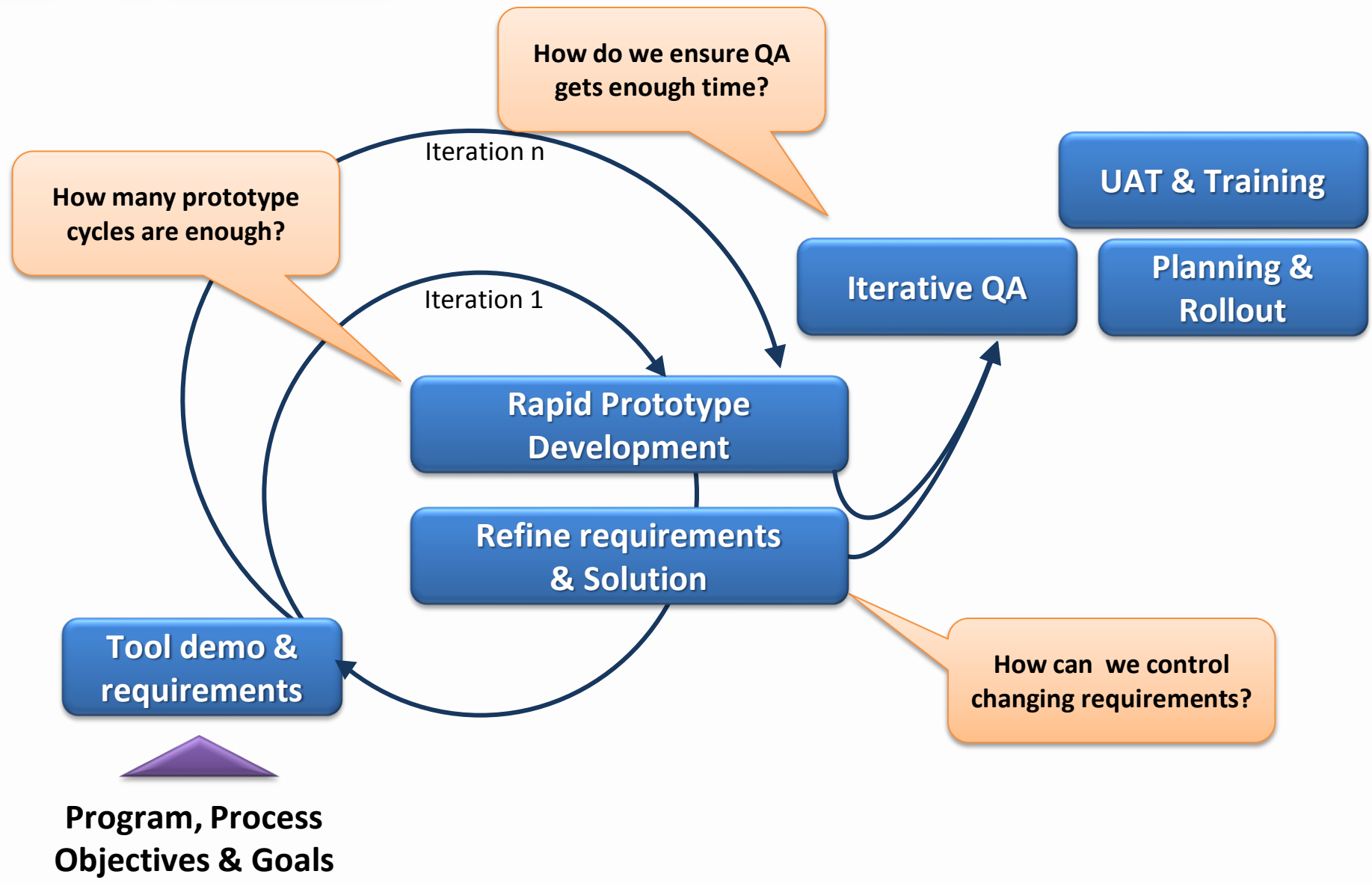
How much is too much?

How do we manage such large organization changes at once?

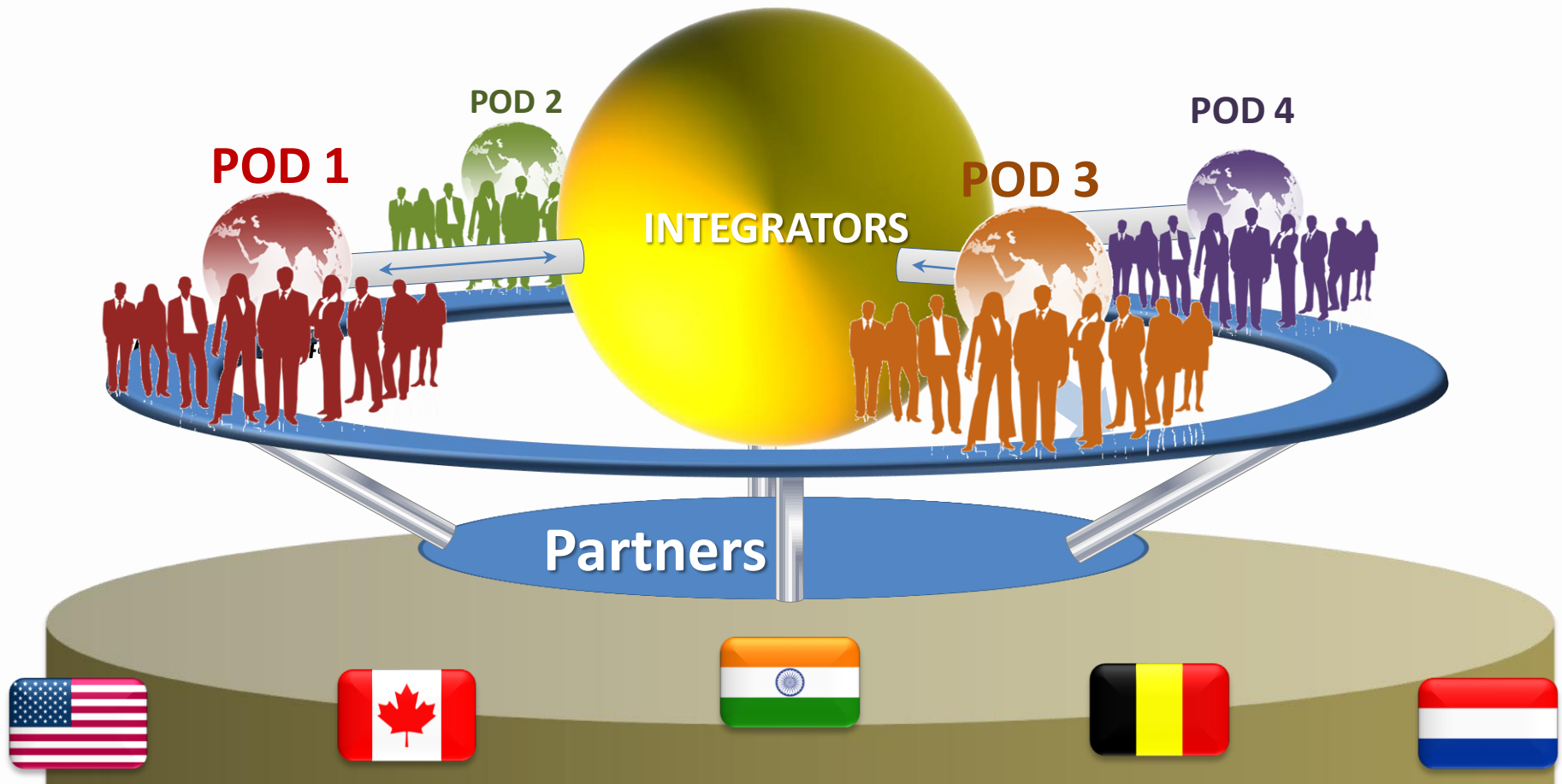
...or should we build the foundation capabilities first?

How to handle the complex requirements?

How do we work in multi-tool environment going in phases with geographies?



Virtual Pods: Building synergies between global teams





Comm

Hi, Now you all know how to create a Contact Record if you get a call

Hey Web Man get ready I have updates for you now

Web Man am sure you must be eagerly waiting for an update in Service Now



That's correct Dexter. I'm very eager to know how does Web Queue look in Service Now



3

Service Desk

Search Record

New Contact Record

Open Contacts

New Reminder

My Reminders

My Work

My Groups Work

My Approvals

Tasks by SLA

| Task type | Number | Parent | Short description |
|-----------|---------------------|--------|--------------------------------|
| Incident | INC0000000000000001 | | test |
| Incident | INC0000000000000002 | | this is test |
| Incident | INC0000000000000003 | | test |
| Incident | INC0000000000000004 | | test |
| Incident | INC0000000000000005 | | Blackdium Functionality Issues |



4

Service Desk

Search Record

New Contact Record

Open Contacts

New Reminder

My Reminders

My Work

My Groups Work

My Approvals

Tasks by SLA

Problem

| Task type | Number | Parent | Short description | State | Assignment group |
|-----------|---------------------|--------|--------------------|--------|------------------|
| Incident | INC0000000000000005 | | test | SSC:US | |
| Incident | INC0000000000000006 | | test | SSC:US | |
| Incident | INC0000000000000007 | | SLI to Remedy West | SSC:US | |
| Incident | INC0000000000000008 | | test | SSC:US | |

Oh Wow, That Was Easy

Digital Classrooms & Training Materials

Synthesis Program
Service-now Primer
synthesis@staples.com

| Slide Title | Duration | Status |
|-----------------------|----------|--------|
| o Welcome | 01:41 | |
| o Icons Legend | 16:01 | |
| o Navigation | 09:07 | |
| o Toggling the Tabs | 03:33 | |
| o Passwords | 03:24 | |
| o Finding Stuff | 07:24 | |
| o Filters | 17:05 | |
| o Quick Reports | 04:56 | |
| o Exported Lists | 01:34 | |
| o Check Your Unde... | 00:41 | |
| o What would you l... | 00:30 | |

Navigating Service-now

STAPLES Staples Synthesis (eService)
that was easy:
Welcome: Fletcher, Wanda

Global Rollout – Follow the Sun



4 AM



Europe

6 AM



India

8 AM

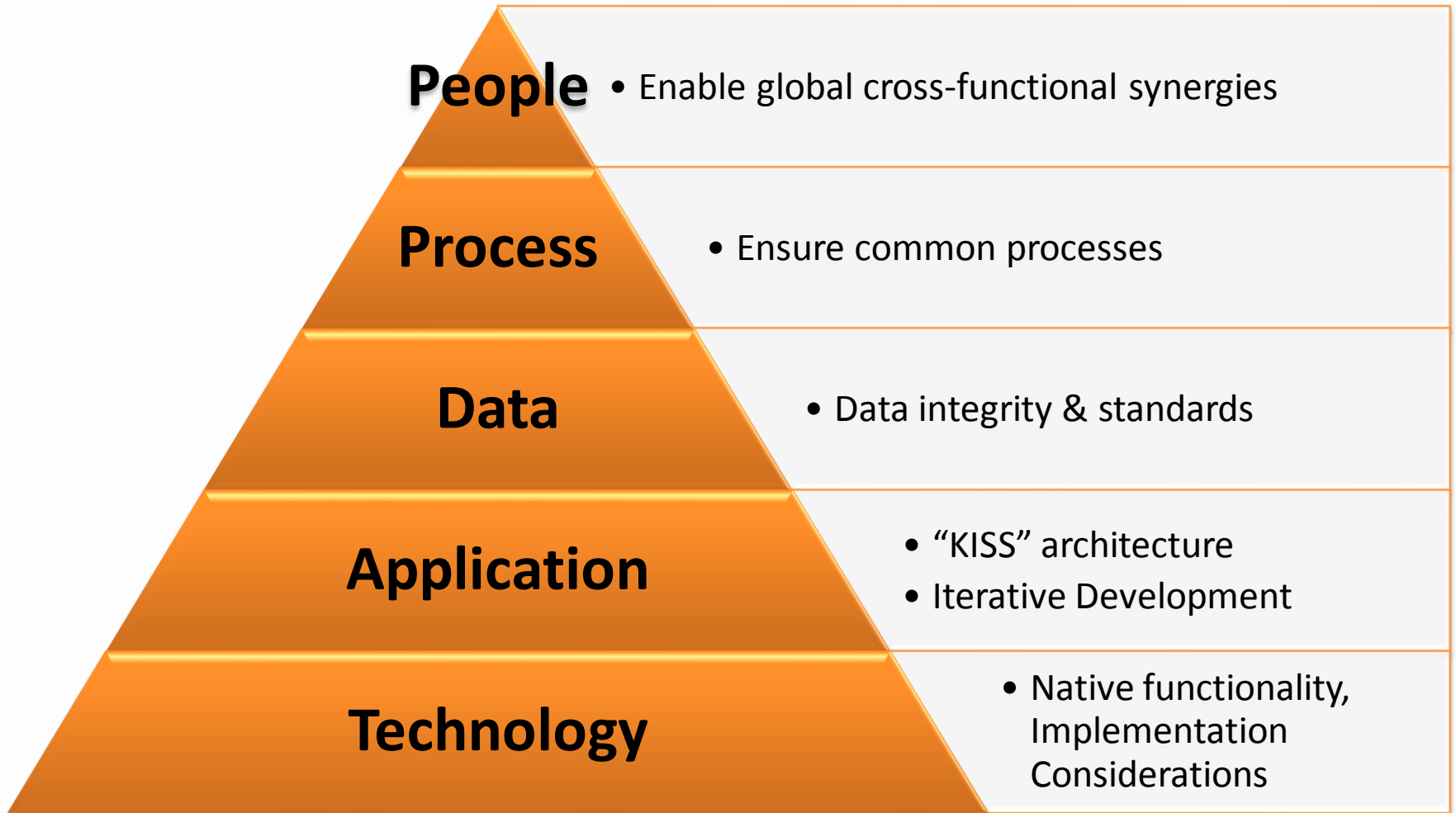


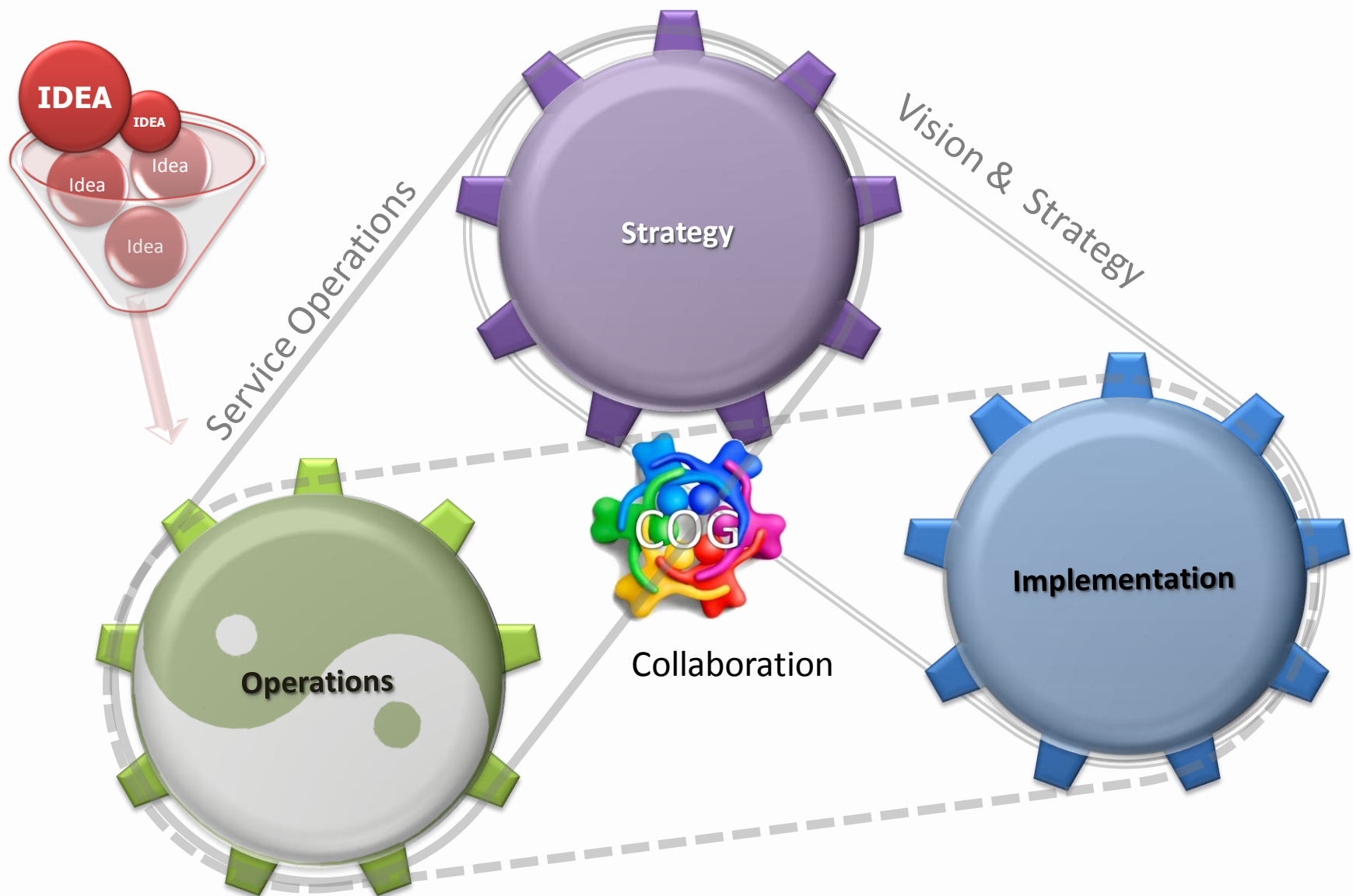
North America

Global Program = Global Support

Staples & Infosys partnership to support Operations for 30 days after Go-Live







- The Devil is in the DATA!
- There is a happy medium between “specialized” developers and “generalist” developers
- Notifications are great....in moderation!
- Create and use one, global language....No, I don't mean English
- Training & Communication is not “one size fits all”



- Common process drives common systems
- Don't neglect true architecture & governance
- Just because you CAN do something, doesn't mean you SHOULD
- Keep it Simple & Easy
- Before automating something, ensure you can manually execute it consistently



Q& A



Thank You

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