

# CASE STUDY

Comprehensive IT services for Swiss Re

*Customized ServiceNow implementation by Infosys enhances IT capabilities*



Swiss Reinsurance Company Limited (Swiss Re) is a leading provider of reinsurance, insurance and insurance-based forms of risk transfer. Headquartered in Zurich, the company serves the insurance industry, mid-to-large-sized corporations and the public sector directly or through alliances with brokers.

The company's IT infrastructure was characterized by a complex portfolio of regional, third party and customized applications. Despite adoption of IT Service Management (ITSM) principles across its global network, IT service delivery at Swiss Re was not efficient. The IT team sought support to better manage more than 150,000 service desk calls, 290,000 incidents and 380,000 service requests annually.

Swiss Re partnered with Infosys to standardize service across the global IT landscape. The company wanted to migrate ITSM processes and applications to the ServiceNow platform for streamlined operations as well as superior decision-making. In addition, Swiss Re sought to eliminate redundant processes, integrate global applications, and enhance the maturity level of ITSM.

In 2009, Infosys partnered with Swiss Re to migrate ITSM to the ServiceNow platform. The scope of the engagement included business analysis, design, development, testing, and integration of applications (build) as well as deployment of an operating model (run). We collaborated with the platform management team at Swiss Re to enhance ITIL processes and ensure smooth migration.

## Providing maximum IT services cover

Our ServiceNow development team undertook technical and stakeholder impact analysis to chart a road map for migration. We mapped business requirements with ServiceNow platform capabilities to identify gaps in functionality. Unit, system and integration testing enabled seamless migration of more than 22 applications for diverse ITSM processes including incident, event, problem, change, release, deployment, asset, and configuration management.

Infosys adopted agile development practices to streamline build, run and standardize operations. The prototyping methodology improved solution design and validated options to address functionality gaps. Our governance mechanism and communication strategy ensured platform stability and stakeholder management through successive releases.

Our approach accelerated new applications and functionality. In addition, it enabled continuous service improvement. In a span of five years, Infosys managed 10 major releases, 3 platform upgrades, and more than 100 minor releases. In addition, we undertake over 150 data deployments, every fortnight.

## Bridging IT across continents

The Infosys ServiceNow program at Swiss Re provides end-to-end services:

- **IT asset and configuration management:** We designed IT assets as well as Configuration Item (CI) data models and processes to standardize inventory. Technical mapping with ServiceNow data models helped define the hierarchy and extensions for a Configuration Management Database (CMDB). Workplace IT assets included laptops, desktops, mobile phones, SIM cards, servers, databases, middleware, and third party software.
- **Access management:** We integrated the core ordering process with the ordering catalog, rules engine, and access provisioning tools to streamline compliance verification, provisioning, approvals, and exceptions management.
- **Application portfolio management:** We aligned IT processes with the CMDB structure and established linkages between core infrastructure components such as servers, databases, middleware, and the application layer to manage application meta data and relationship information.
- **Incident and deployment management:** We developed a customer service solution using out-of-the-box ServiceNow functionality such as CMDB subscriptions, UI pages and CI relationships. The application identifies users affected by a planned / unplanned outage of an application or CI. Incident managers and release management teams can disseminate information on outages and restoration of IT services via emails through a Lotus Notes interface, news on a self-service portal, or scrolls on the enterprise portal.
- **Software portfolio management:** Our workflow-based process supports inventory management of third party software, introduction of software, entitlement management, and software licensing and metering.
- **IT governance exception management:** Our administration console for IT governance helps manage existing exceptions and create new exceptions / rules. Integration with IT applications on the platform helps generate reports on IT exceptions, including users subscribed to an exception, approvers for an exception, and the timeframe for an exception.



## Advantage Swiss Re

Infosys helped Swiss Re realize the benefits of the ServiceNow platform while addressing the complexities of ITSM:

- Sunset of more than 20 applications reduced support costs
- Standardized framework improved communication between IT and business users
- Self-service portal and ordering catalog streamlined IT service request fulfillment
- Enhanced access management ensured security and prompt service
- Global technical workflow application for workplace, logistics and access management enabled day 1 on-boarding / off-boarding for employees and contractors
- Integration of IT product and service catalog provided visibility into IT products
- Integration of the ordering catalog, fulfillment workflows and provisioning systems improved visibility across the lifecycle of third party software
- Transparency across applications helped measure service levels and generate reports promptly

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