



EMPOWERING THE END-USER WITH SERVICENOW LED DIGITAL TRANSFORMATION

About the client

E.ON is a German-based international energy supplier providing solutions for the new energy world and making sure that everything they do has a single focus – their customers. Whether they are individuals or families, big or small businesses, or even entire towns and cities. E.ON's focus is on becoming the partner of choice for energy and customer solutions.



Business Challenges

The challenge facing the company, which now has over 75,000 employees, was the high complexity of its service management system, which also included legacy systems owned by third parties. This complexity made it difficult to efficiently design the IT management tools and processes.

Complex, disparate and outsourced systems

- A complex service management system that included tickets raised over e-mails and no streamlined processes
- Dependence on its suppliers' IT service management tools for running the service desk, data center operations, end-user computing, service catalog, and self-service portals
- Extensive customization made it hard to upgrade the systems

E.ON wanted to bring back accountability of all IT service management processes to the company, which eventually led to the gradual shifting of the entire tooling and data back into E.ON's ownership marking the beginning of the ServiceNow implementation in the organization.



Solution

Infosys transitions E.ON to the ServiceNow cloud based platform to modernize IT service management across the enterprise

With an objective to standardize and make service management a consistent practice through the whole IT organization, E.ON began its ServiceNow led digital transformation journey by first setting up a single consolidated platform as an internal tool for service management and then integrating all the other supplier tools into it.

Infosys powered the implementation with plug-and-play solutions from the Infosys Enterprise Service Management (ESM) Café, an AI-powered solution that helped standardize and reduce the overall duration of the implementation significantly.

E.ON made service management as a foundation on which they could structure and drive their entire IT. Making the shift to ServiceNow enabled

- A single process framework for efficiency and speed
- Service portal for quick and easy building of application portals and dashboards for the platform thereby helping build attractive and engaging user experiences that can be extended to customers



Outcomes

When business and IT partner together to drive new technology-driven business models that transformed service as a concept to not just internal employees but to end customers.



3,000+

Migration of knowledge articles from legacy to ServiceNow



25%

Reduction in the number of calls to the IT teams



600 to 120

Items reduced due to service catalog



Service Portal

Always available & accessible from any device to self-serve IT service needs



Customer Quote



Many of our challenges were addressed by Infosys, making the project a real success. End users including the senior management saw the convenience and ease that ServiceNow brought to them and how the implementation transformed the way they work to deliver superior experiences.

- Ivo Gudelj, Head of IT Service Integration, E.ON Digital Technology



For more information, contact askus@infosys.com

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