



austincsi

SERVICENOW

Leveraging ServiceNow to Advance Decommissioning Timelines and Accelerate Savings Realization

\$22M ANNUAL COST SAVINGS

99% REDUCTION IN DECOMMISSION PROCESS TIME

100+ APPLICATIONS RETIRED

600+ SERVERS DECOMMISSIONED

Situation

- Need to accelerate cost savings through automation
- Need to decommission 4 data centers & 600+ servers
- Need to retire 100+ applications

Approach

AustinCSI reviewed and defined the process and approvals required to retire an application or decommission a server. Through the use of automation, we expedited existing processes and accelerated time to savings. In addition, we provided visibility into the status of all retirements and decommissioning activities.

Results

- Mapped existing manual processes including legal approvals, data retention, and funding validation requirements
- Created workflows and scripts in ServiceNow (SNOW) to automate processes
- Reduced 48 steps across 20 tools to 1 automated workflow in ServiceNow

SERVICES

**Intelligent Process Automation
Strategic Process Implementation**