Transforming SGN's ServiceNow platform

Aiming to reduce technical debt, SGN enlisted CGI to review and enhance their ServiceNow system. We deployed a new solution with a vastly improved performance, creating a health scan score of 92%.

The challenge

Like many organisations, SGN made a strategic decision to invest in ServiceNow to power their IT service management (ITSM) capabilities. The platform's flexibility was a key driver for this, as SGN valued the ability to tailor implementations and respond rapidly to demand.

However, applying these customisations soon left them experiencing:

- Increased total cost of ownership to maintain and continually develop their customised platform, with even further deviation from the "out of the box" solution.

- Complicated deployments of patches and releases.

- Limited ability to use and benefit from the new functionality provided in ServiceNow's bi-annual releases.

- Inability to deploy additional modules and capabilities, as the customisations acted as blockers.

Aware of these challenges, SGN had a difficult decision to make. Should they continue investing time and money in the existing platform, or take their lessons learned and start anew with a fresh implementation?

Choosing CGI's ServiceNow health check

As an Elite ServiceNow Partner with over 20 years of experience, SGN sought CGI's help to achieve their ServiceNow ambitions.

First, our experts conducted a thorough health check of SGN's system to assess both their current usage, and their potential to better leverage the platform's capabilities. Our health check provides detailed analytical insights, which we use to deliver clear guidance for our clients to make improvements that unlock the full power of ServiceNow.

The health check revealed that many of SGN's well-intended customisations could, in fact, be removed. However, our experience told us that the complexity of doing this on a live platform was too high. We therefore proposed a migration method instead, to avoid the costs and delays associated with a traditional, full re-platforming project.
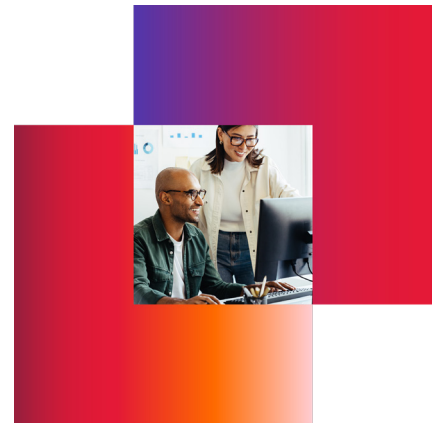
The benefits

Our recommended approach would enable SGN with:

Reduced customisation, allowing for **quicker and lower risk upgrades.**

Enhanced security and performance in a more efficient platform.

Ongoing improvements to their platform, laid out in a clear transformation roadmap.

The re-platforming process

Over a three-month engagement, our experts worked with SGN to successfully re-platform their ServiceNow instance in these key steps:

1   **Health check** – We reviewed the system's configuration and performance, and conducted a ServiceNow health scan to baseline SGN's overall health, maintainability, performance, security, upgradability and user experience.

2   **Documentation and configuration review** – To more thoroughly understand SGN's platform, we also reviewed all available documentation. Where documentation was not available, we manually exported the relevant configuration information.

3   **Configure new instance** – In preparation to import SGN's specific data and configurations into their new ServiceNow instance, we first completed a basic configuration process.

4   **Export foundation data** – Next, we transformed SGN's existing foundation data into the new out of the box data model, removing the unnecessary customisations.

5   **Import service portal and catalogue** – We were now ready to "lift and shift" SGN's existing service portal into the new platform. This was key as it enabled users to maintain their already-known experience when using ServiceNow.

6   **Replicate integrations** – We replicated all existing integrations (single sign-on, lightweight directory access protocol, event management, ticket brokering, etc.) in the new instance, and completed testing in pre-production target systems.

7   **Final cut-over** – When the new ServiceNow platform was ready to go-live, we completed the relevant delta updates to the foundation data, migrated all live tickets, and re-pointed integrations from the old instance to the new one.

The outcomes

Having worked through these 7 steps to deploy their new solution, SGN is now empowered by a vastly improved ServiceNow platform, with enhanced security and performance, and opportunities to continuously improve their operations having removed unnecessary customisations.

- We increased SGN's ServiceNow health scan **score from 79% to 92%**.

- We **successfully deployed** their IT operations management (ITOM) discovery and service mapping, with the configuration management database (CMDB) moved back to the out of the box capability.

- SGN **successfully upgraded** from ServiceNow's Tokyo to Washington, with far less complexity, re-work and testing required than was previously needed when completing upgrades.

With over 85 years of experience, SGN is a British company leading the way in energy delivery. They manage natural and green gas distribution to 5.9 million homes and businesses in the south of England, and across Scotland.

About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

Learn more about
CGI Advisory Services or
CGI's ServiceNow partnership

Email us at enquiry.uk@cgi.com