THE CLIENT

Federal Civilian

This project was the culmination of a Federal Civilian agency's effort to institute an enterprise-wide supply chain management system to request and receive a wide array of services valued at over $3 billion annually. This initiative was to support the agency's employees and their families stationed in various countries worldwide.

After attempting several other software solutions to modernize its legacy system and implement an integrated tool for service management, the agency picked ServiceNow, an enterprise service management system, to manage over 100 unique services performed by a staff of more than 25,000 service providers. Using an agile, collaborative development process to design forms and functionality spanning multiple lines of business, the agency rolled out the initial functionality within two months.

THE TECHNOLOGY

ServiceNow

- Service Catalog
- Integration
- Access Control Lists
- CreateNow

THE CHALLENGE

Our prime integrator partner needed TSGi to assist them in delivering the right talent to support and help build enhancements into the current objects built in the Service Catalog application.

The system currently supports more than 100,000 users across 285 posts and 176 countries. To keep the system running smoothly, fix critical production issues, and develop key enhancements it was critical to identify the right talent.

THE SOLUTION

Our resource team successfully delivered a diverse group of skilled ServiceNow consultants to complement the existing team. Given the limited availability of regional ServiceNow talent, we expanded our search using our sourcing tools to find the best concentration of ServiceNow talent. As a result, we delivered proven resources with the right skill mix that could support the project remotely.

Some of the areas being supported by our team include:

- Developing an intuitive, customer facing portal using ServiceNow Service Catalog and content management applications
- Building enhancements to Service Catalog application, including scripts, business rules, catalog items, and workflow
- Maintaining data synchronization to and from other applications
- Ensuring that all the requirements are met by maximizing out of the box functionality in ServiceNow
- When needed, implement custom code to meet unique requirements

THE SUCCESS

Our team's contribution continues to play an important role in the ongoing success of the project. In 2012, this project received two Excellence.gov awards and received a perfect value score from OMB in 2013 as part of the agency's eGov performance scoring system.

The team also helped with ordering certain services much more efficient for receiving, processing and analyzing. With all the support and enhancements, the system is easy to use and the issues are being resolved quickly, on schedule and within budget.