

MCC strengthens work efficiency & centralise resources through the power of cloud & ServiceNow

The Client

Manchester City Council (MCC) is a metropolitan district council and the local government authority for Manchester. It is composed of 96 councillors, three for each of the 32 electoral wards of Manchester, employs over 7000 staff members and has 40 years history spanning back to 1974.

The Challenge

Historically, MCC had a one-dimensional platform which stored an extensive collection of resources but offered limited functionality. From the inability to track time spent on projects, monitor workloads and govern overall performance, MCC needed a solution that would improve and facilitate project management processes and workloads cohesively whilst adhering to the UK Government's cloud first policy.

Users of the ServiceNow platform, MCC, engaged Unifii to implement ServiceNow's IT Business Management (ITBM) suite, which would enable them to successfully monitor, track and improve project performance and cost efficiencies.

The Solution

As a local government authority, keeping track of critical data was fundamental to their functionality. By utilising one of their existing cloud platforms in ServiceNow, they deployed the ITBM suite of products to manage resources, budget items and requests across MCC IT projects. Unifii provided:

- Single entry point for the council to submit demands to IT
- A resource model which governs and tracks the allocation of IT resources to projects
- Project Managers the ability to manage project plans, risk, issues, actions and dependencies as well as actual spend for projects
- Time sheeting for all IT resources to support MCC's chargeback model
- On-demand dashboard reporting
- Tracking of financial chargeback of resources via live dashboards using variable rates depending on role
- In-house training support & guidance

What was important at the outset was to capture the MCC's requirements and to map out a new and improved way of working, based on a more cohesive and trackable system. To do this Unifii worked closely with MCC staff to run a series of workshops to capture the needs for IT teams.

The Benefits

The recent ServiceNow ITBM deployment has enabled:

- Complete visibility & transparency of projects, programmes and portfolios
- Effective resource distribution
- Full trackability of the chargeback model
- Better control and governance of current workloads
- Finance are now able to track all project-related financials
- The facility to make strategic decisions in line with work processes & activity
- Cost saving efficiencies through a more cohesive platform allowing MCC to deviate from costly software



Unifii took the time to understand why MCC ICT needed an integrated PPM tool, why ServiceNow was chosen and what we wanted to achieve. They assisted us to arrange and deliver scoping workshops with various stakeholders and when necessary shared their best practice knowledge and extensive experience implementing ServiceNow ITBM. Their advice and guidance was key to ensuring that the project achieved our aims and was delivered smoothly within agreed timescales by configuring the out of box product so that it would meet our needs.

STEVEN TERENCE – MANCHESTER CITY COUNCIL



The Feedback

Steven Terence said "The benefits of ServiceNow ITBM in terms of return on investment are only now starting to be realised. Unifii had the experience to understand our PPM maturity level and the ability to envisage where we wanted to get to and help us develop a tool that would get us there and realise those benefits, they understood the benefits we wanted to achieve, why and more importantly how"

Why Unifii?

Unifii, an enterprise level service management and automation company, offers operational excellence by delivering rapid development and cost-effective solutions through intelligent computing. Certified ServiceNow partner for Sales and Services Unifii accelerate delivery solutions using data to drive efficiency and automation across businesses nationwide.