

Multiplex gains confidence in the ServiceNow Platform following health check with Unifii

The Client

Multiplex is a leading international construction contractor headquartered in Sydney, Australia. Operating in Australia, India, Canada, Europe and the Middle East, it specialises in high rise buildings, stadia, high-end residential, mixed use, education, health and civil infrastructure.

The Challenge

Having used ServiceNow for two years, Multiplex engaged Unifii to perform an independent health check of its ServiceNow implementation. The aim of the health check was to establish confidence in the technical configuration and process maturity of their ServiceNow platform. This was a key activity for Multiplex, as it was considering substantial investments in other ServiceNow solutions, such as Software Asset Management (SAM) and Event Management, as well as significant enhancements to their Configuration Management Database (CMDB) and the implementation of ServiceNow Discovery.

Multiplex also wanted the ability to identify platform configuration improvements at regular intervals to ensure its business was “on-track” and not driving towards any major issues as future ServiceNow releases were made public.

We engaged Unifii to provide confidence that our instance of ServiceNow was steering in the right direction. Without Unifii’s health check, we would have had a lingering doubt that our platform could run into trouble at the next or any future upgrade.

Unifii listened to our experiences and understood what I was looking for. The configuration review was detailed and straight forward to understand. The recommendations were sound and gave us opportunity to execute improvement activities in the way we wanted to.

SCOTT BAILEY – MULTIPLEX

The Solution

Deployed over a two-week period, Unifii’s health check ran a remote scan of Multiplex’s ServiceNow instance, enabling a detailed review of the current state implementation and measured against ServiceNow best practice configuration and coding standards. Unifii provided Multiplex with:

- An assessment of configurations and customisations against best-practice standards
- A detailed report of findings with specific consideration given to scalability, manageability, performance and upgradeability of the Multiplex instance
- Recommendations to bring the instance back in line with best-practice and ensure performance-impacting issues can be swiftly resolved

The Benefits

Following the assessment, Multiplex were able to amend and reapply several configurations in line with best practice and platform performance – issues that wouldn’t have been picked up without the advice from Unifii.

Since the instance review, Multiplex have gained confidence in its ServiceNow platform and have begun launching a maturity roadmap building on the core ITSM applications – some of these projects will include an integration to Microsoft SCCM and deployment of ServiceNow Discovery, both significantly enhancing the depth and quality of the CMDB.

Multiplex’s decision-making process for its ServiceNow platform have also changed, becoming more assured with the capabilities of the platform and is confident in its ability to integrate newer technologies going forward.

For instance, performing an Instance zboot (rather than just upgrading) has allowed Multiplex to benefit from newer portal functionality within the platform. By performing a zBoot, Multiplex have been able to move away from some scoped applications which had been causing them some issues.

The Feedback

*I would recommend Unifii’s ServiceNow Health Check if you have not had your instance analysed for a two-year period; you have primarily supported your instance in-house using a team of administrators; or you have primarily utilised a third-party support provider and your experience has been hot and cold. The Unifii consultants are extremely professional and no nonsense. I feel a valuable relationship and trusted partnership growing between our organisations. **Scott Bailey – Multiplex***

Why Unifii

Unifii’s Health Check is performed independently, with no obligation or reliance on other projects or support activities. The benefits of the Health Check include an honest assessment of internal administration and configuration, and a fresh review of any third-party configurations or development. The outputs of the investigation range from customer to customer and have resulted in significant cost savings for some customers, with increased confidence in their ServiceNow platforms.