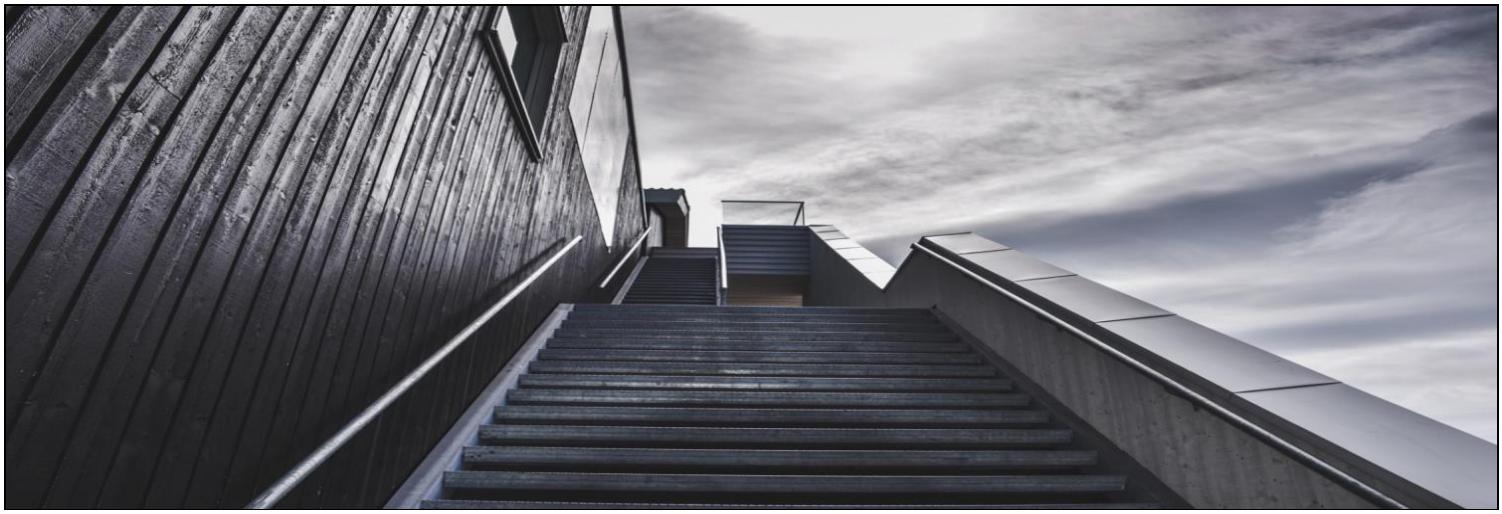


Elevating IT service experience by improving IT productivity, achieving new insights, and consolidating IT services.

Microland Client is a comprehensive waste, and environmental services company in North America, handling handle more than half of all garbage collection in the United States.

The Client Need

The client requested a solution for implementation of the ServiceNow Discovery and CMDB.
From high-level requirement, we leveraged standard process and approach for ServiceNow CMDB implementations. The existing ServiceNow ITOM Licenses was used to discover the CIs to build CMDB.

The client was already using the SNOW CMDB product, but it lacked certain capabilities and had drawbacks such as:

1. Performance issues that occur frequently.
2. Low degree of adaptability
3. Inaccurate information
4. There is no dependency view to see the impacts on the CIs and Services.
5. CMDB Normalization
6. CMDB Health optimization

The Migration Journey

Following a comprehensive examination of the sort of situation, Microland proposed a solution involving segregation for improved management and resource utilization.

The CMDB transformation began by segmenting the CIs by zones and discovering the CI for various types of machines, with the Microland team covering Windows, Linux, load balancers, cloud applications, and so on.

Also, utilized Service Mapping to map CIs and import customizable attributes, which greatly aided in obtaining all the detailed values for CIs.

Date certification placed to certify all the data to accuracy check.

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About Microland

Microland's delivery of digital is all about making technology do more and intrude less. As we help enterprises move to nextGen technologies, we make sure this embrace of brilliance is predictable, reliable, and stable. Incorporated in1989 and headquartered in Bengaluru, India, Microlandcomprisesmorethan4,500+digital specialists across offices and delivery centers in Asia, Australia, Europe, Middle East, and North America.

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