

Established in 2018, Kumori Technologies started with European clients, providing expertise in complex and challenging ServiceNow implementations. The organic growth of our IT Service Management business saw the expansion of our core capabilities and deliverables beyond our foundation expertise.

As **ServiceNow's Technology Partners**, we enable ITSM implementation by providing highly-skilled and certified implementation resources, evaluating ITSM processes, and improvising them according to the industry's best practices.

Kumori is an agile, innovative company with a young, passionate team and expertise in Cloud Computing Solutions, DevOps, and Managed Services. Solutions provided by Kumori are seamless, secure, and scalable.

With delivery center in Bangalore, we ensure optimal technology solutions to reduce costs, streamline business processes, and gain business advantages for our customers.



Why Kumori Technologies

 **40 +**
YEARS' EXPERIENCE
IN CONSULTANCY

 **20 +**
SERVICENOW
APPLICATIONS

 **5 +**
FRESHSERVICE
APPLICATIONS

 **100%**
SERVICENOW
CERTIFIED

 **6 +**
AWS CERTIFIED
CONSULTANTS

Our ServiceNow Portfolio

- IT Service Management
- IT Operations Management
 - Discovery
 - Orchestration
 - Event Management
- Portal Design and Development
- IT Business Management
- GRC, SecOps
- Application Development on NOW Platform
- Software Asset Management
- Human Resources
- Customer Service Management



Reduced 50% ServiceNow Implementation Costs For An Insurance Company In Europe

SERVICENOW CASE STUDY

Business Challenges

- **Absence of 'Enterprise' level integrated solution**
 - **Multi tooling-** ~500 tools to support various Business and IT operations
 - **Business processes-** Driven by local needs and local tooling thus were not standardized
 - **High cost-** Licensing, Maintenance, Enhancements
 - **Multi-vendor management**
- **Strategic mandate (ONE IT)**
 - To standardize business processes at a global scale
 - Consolidate to single platform translating to cost savings and better manageable vendor relations
- **Multiple CMDB References**
 - Multiple tools being used for CMDB across local operating companies
 - Non-Structured, and non standardized data
 - CMDB tools
 - XLS files, and more

Kumori's Approach

- Our experts worked with the client and launched tool evaluation exercise jointly. After 3 months of assessment, ServiceNow was selected.
- Kumori's team partnered with ServiceNow to deliver "**Golden Copy**" as minimum viable product in **AGILE** mode
 - Golden Copy was developed in 3 months with sprints of 2 weeks
 - **Domain separated** ServiceNow instance was implemented
- Kumori built the **deployment strategy** for the Golden Copy along with client and deployed this MVP across various client operating and IT companies
- Kumori partnered with ServiceNow to deliver **business applications** on the platform such as:
 - Facilities management
 - Portfolio management
 - HR onboarding

Value Delivered

- The delivery model proposed by Kumori significantly **reduced cost (50%)** for the client from the initial golden copy delivery
- Kumori helped the client design the **CMDB** which was close to the OOB design, taking into the consideration client specific requirements
- We developed various integrations with other **discovery** tools for CMDB data population like **Flexera**, etc.
- We did integration with procurement tools like **Ariba** and finance tools like **Peoplesoft Finance**
- Kumori also managed various technical upgrades
 - **Geneva -> Istanbul -> Kingston release**
- Various accelerators namely **automated code review, Catalog migrator, Automatic update set management**, etc., were implemented by Kumori
- Kumori developed professional **Custom Portal** for the client