

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



# Achieved 100% Compliance With ServiceNow GDPR Implementation For A Prominent European Client

## SERVICENOW CASE STUDY

### Business Challenges

- The client was looking for a solution to manage **GDPR user interactions**
- The client was expecting the GDPR solution to be **tightly integrated** with their existing employee interaction solution based on **ServiceNow**

### Kumori's Approach

- Kumori has **GDPR product developed on ServiceNow** which manages following aspects:
  - Locate
  - Search
  - Minimize
  - Protect
  - Monitor
- Kumori proposed to implement the above solution to the client with **professional services for the implementation** part
- Kumori also **helped transition the knowledge** to the BAU team of the client for RUN part



### Value Delivered

- Introduced information CI class which helped the client to identify, track and locate the relevant personal data attribute leveraging CI relationships
- Created the EU interactions service catalog to help track and fulfil the EU citizen's requests to manage their personal data in the client's organization
- Developed intelligent workflows to create tasks and assign them automatically to relevant groups for quick turnaround
- Built a dedicated Vendor Assessment Portal where vendors can respond to the assessment triggered by compliance officer
- Did tight integration with Security Operations module. E.g. Reporting stolen devices, creates security incidents automatically