

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



# Building An Automated Catalog Migrator Solution For One Of The Largest FMCG Companies In Europe

## SERVICENOW CASE STUDY

### Business Challenges

- The client had a **distributed development model**
- One of the major challenges was the **migration of catalog items** from various non-prod environments to production environment
- The client was facing **performance issues** due to time at which deployments were done in production environment

### Kumori's Approach

- In addition to the **automated deployment solution**, we also proposed the **catalog migrator solution** to the client
- This solution was **tailored to suit the client's specific requirements**
- Kumori was also engaged in the **professional services** for the implementation of the above products
- Kumori made recommendations to the client based on which the client could **improve their release management process**

### Value Delivered

- Streamlined catalog item migrations across the environment
- The client has gained tighter control over its distributed development model
- Implementation of the solution resulted in significant cost reduction for the labor involved in the migration as well as catalog item development
- Errors due to manual interventions were reduced by 100%