



Ricoh chose ServiceNow as the core engine and integrated IT management suite for IT process automation and governance

Industry

Office Automation Equipment

Employees

92663

Geographies

Japan, Singapore, Australia, Thailand, India, Malaysia, New Zealand, Philippines, Korea, China

Solution

ITSM/ITOM Service Catalog and Order Guide

Challenges

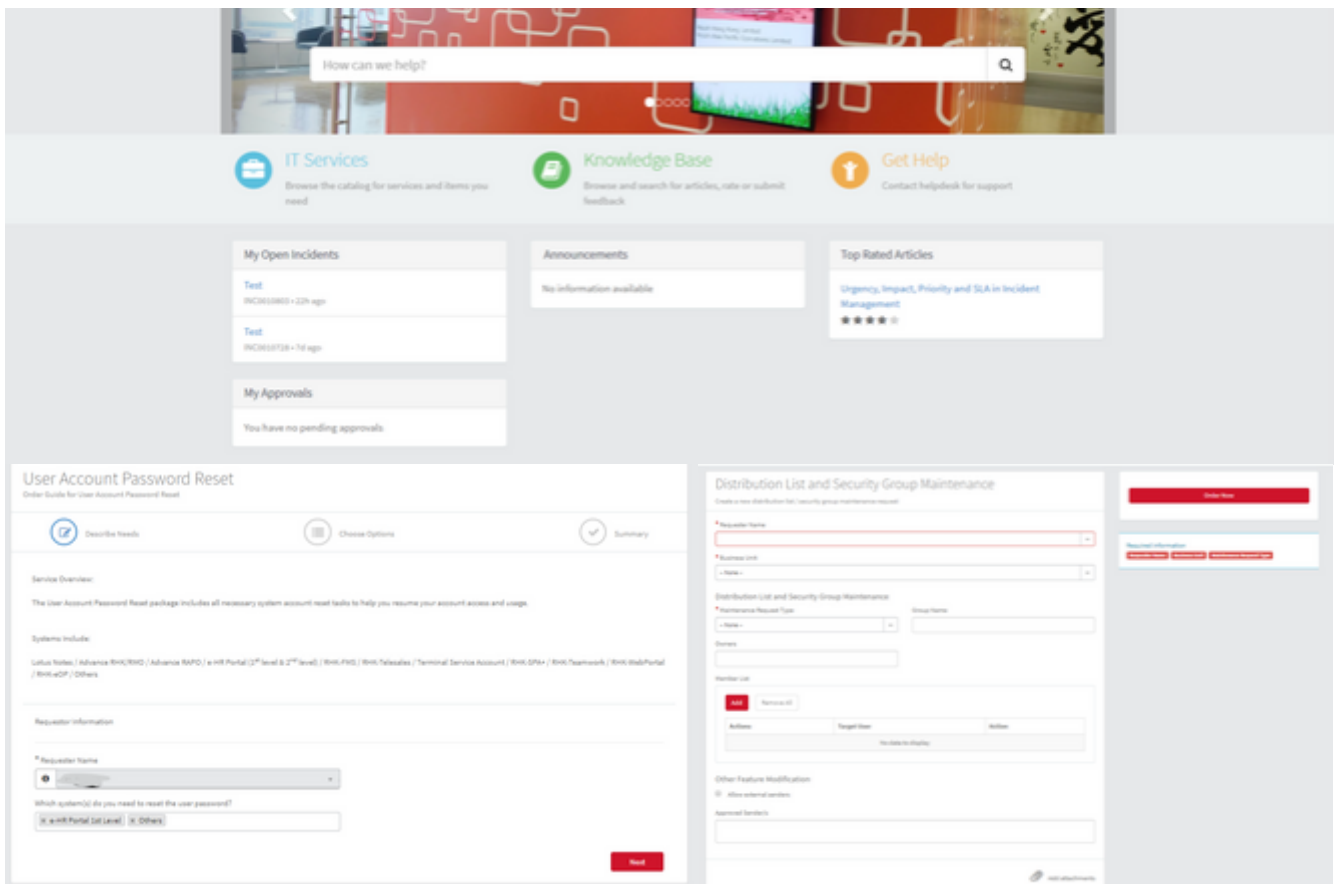
Lack of internal expertise to manage their current ServiceNow platform

Initial deployment did not cater for geographical expansion. Another ITSM deployment project for another office requires some re-configurations to address the related expansion.

Ricoh is one of the worlds' leading suppliers of office automation equipment, including copiers, facsimiles machines, data processing systems, and related supplies. Ricoh is also renowned for its state-of-art electronic devices and photographic equipment

Key Drivers for ITSM/ITOM Service Catalog & Order Guide Implementation

Ricoh AP was looking for a centralized IT Service Management solution to facilitate its IT operations. Before the implementation of ITSM, there was no transparent workload distribution across various support team. Feedback from internal audit that, a formal change management process needs to be in place for better governance and improve tractability.



IITSM/ITOM Service Catalog & Order Guide Implementation screenshot

Our Approach

- Assessment of current practices and comparison against out of the box features for Incident Management, Request Management, Problem Management, Change Management and Service Level Management. Management directive was to adopt the out of the box product as-is and follow the best practice as suggested by ServiceNow/Enable.
- Implementation of incident/problem/change go first, then the implementation of Service Catalogs and Order Guides.
- Technical go-live on 3-May-19 for all Ricoh AP and Ricoh Hong Kong full fillers. Then RAPO full roll out on 20-May. With full roll out for all users on 10-June.
- Phased roll-out approach ensure proper user training can be arranged and ensure all full fillers were familiar with the system before all users were engaged.

Key Results

- To establish visibility on critical ITSM metrics and KPIs to drive continuous service improvement.
- To set up a Single System of Action to enforce standardized processes in IT Operations.
- To implement a streamlined workflow to manage system requests and service fulfillment.
- To create a modern User Interface for employees and management for IT services on digitized process.
- To replace legacy workflows, and to enable process automation with ServiceNow built-in logic.

Additional Benefits

- Interactive records with native platform reporting capabilities make real-time measurement possible.
- Streamlined service request workflow that enables approval assignment and fulfillment distribution.