



America's Largest Healthcare Organization

One of the top 5 healthcare providers in the united states,
leverages ServiceNow to automatically manage their SDDCs with ICG LLC.





Customer belongs to the healthcare segment which is heavily regulated and needed simplify cloud services provisioning in VMware's vRealize Automation

Challenge

Highly regulated and needed a solution that connects ITSM system with vRA while maintaining complete control

Solution

Build connection between ServiceNow's ITSM and CMDB processes and vRA's automation capabilities

Products

ICG Cloud Automation Framework
VMware vRealize Automation
VMware vRealize Automation
ServiceNow ITSM

Modernizing infrastructure provisioning while maintaining compliance

Customer was beginning to adopt VMware's vRealize Suite as an automation solution for server provisioning and decommissioning, and wanted to integrate it with ServiceNow for ITSM, approval processes, and CMDB. The customer's end goal was for users to simply fill out a service request in ServiceNow as they do for other IT services, have the automatically sent to vRealize Automation for fulfillment, and have the CMDB updated automatically as requests were fulfilled. Customer had strict requirements for approval, incident and change management processes since they are in a heavily regulated industry.

The ICG Cloud Automation Framework was implemented in ServiceNow to act as the connector between ServiceNow's ITSM and CMDB processes and vRealize Automation's capabilities. It allows customer's users to request new servers, day2 operations, and decommission servers through ServiceNow, and have the approval for those requests managed in ServiceNow. Upon approval, the requests are automatically fulfilled by vRealize Automation and the CMDB is updated upon request fulfillment. It also generates the custom change tickets in ServiceNow that their strict processes require upon completion of various types of service requests. This integration enabled the customer to tie the automation capabilities of vRA into their required ITSM processes so that they are able to use vRA to realize business value upstream.



Industry:
Healthcare



Location:
Arkansas,
USA



Employees:
3,200