Scaling ServiceNow with Azure DevOps for a Health Insurance Company

About the Client

The client is a for-profit American health insurance company based in Louisville, Kentucky. As of 2014 the client has had over 13 million customers in the U.S., reported a 2013 revenue of US$41.3 billion, and has had 51,600 employees. For more than 50 years the client has been a proven leader and innovator in the health and wellness industry.
At a Glance

**INDUSTRY**  |  Health Insurance  
**LOCATION**  |  Louisville

**USE CASE**
Seamless integration of the ServiceNow and Azure DevOps platforms for requirement management and process life cycle.

**CHALLENGE**
- Maintaining the version control and avoiding duplication while creation of tasks and issues
- Identifying and connecting related issues and tasks

**CASE STUDY**

**Business Challenges**

Client uses ServiceNow for their ITIL practices and automation initiatives. Among various tools they use to provide quality Service to the customer and ensure customer satisfaction Azure DevOps is used for version control, reporting, requirements management, project management.

The Challenge was to integrate the above 2 to make sure the seamless data transfer between them. Current Process involves a lot of Manual intervention for the CRUD operations and prone to human errors.

**Our Approach**

Create a Service catalog item in ServiceNow to capture the details for the Stories and tasks to be created in Azure DevOps. Then using REST web service calls, identify, create and link the tasks and stories.

As the RITM passes through each stage of the WF, update the details in the board.

**KEY TAKEAWAYS**

1. 40% increase in ROI
2. 30% increase in issue management
3. 20% decrease in incorrect entries
RESULTS

1. Rest messages to create a “Feature” & a “story”
2. Story and feature will have all the details from the catalog form through which WF is triggered
3. Avoid duplication of features and stories
4. Immediate update of the stories as the process pass through each stage of the life cycle
5. Minimize the human prone error by system driven process life cycle than human driven.

SOLUTION

- REST based integration for CRUD operations in Azure DevOps from ServiceNow
- Search and identify the existing issue records while data is being stored in the ServiceNow application.

RESULTS/BENEFITS

- Avoid manual interaction required for the board update
- Real time updates and data capture as and when the process progress
- Single window access to maintain and track the story board
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