

Case Study



DRIVING EFFICIENCY THROUGH CUSTOM SOLUTIONS
**SCCM INTEGRATION CASE
STUDY**

INDUSTRY
INFORMATION
TECHNOLOGY

TECHNOLOGY
SERVICENOW

LOCATION
USA

AT A GLANCE

Use Case

Efficiently consolidating diverse endpoint data for streamlined operations and enhanced decision-making in the IT sector.

Challenge

Managing multiple data sources with limited customization options in the off-the-shelf ServiceNow SCCM connector.

Solution

Tailored SQL queries, custom logic implementation, and scalability enhancement through Service Graph integration for efficient data management.



ABOUT THE CLIENT

The client is a large enterprise operating in the IT sector. Its sprawling infrastructure comprises diverse endpoints managed through various systems, including SCCM, discovery tools, and Intune. The client's primary challenge was efficiently consolidating and managing data from these disparate sources to streamline operations and enhance decision-making.

BUSINESS CHALLENGE

The client faced several hurdles:

- Handling multiple data sources and disparate data types, including device information, software installations, and hardware details.
- The off-the-shelf ServiceNow SCCM connector needs to be improved, and customization options like tailored SQL queries, handling special characters, and aggregating data from multiple records were lacking.

OUR APPROACH

Understanding the client's unique requirements was paramount. We engaged in thorough discussions to comprehend their challenges and goals. Our approach comprised:

- **Comprehensive Analysis:** We conducted a deep dive into the client's infrastructure and operational workflows to identify pain points and areas for improvement.
- **Collaborative Solution Design:** We worked closely with the client to tailor a solution that aligned precisely with their needs. This involved customizing SQL queries, logic for data population, and performance optimization.

- **Leveraging Service Graph and Custom Code:** We utilized the flexibility of Service Graph Connector as the foundation for integration while incorporating custom code to address specific functionalities and enhance scalability.

OUR SOLUTION

Our solution was multifaceted:

- **Customized Integration:** We developed tailored SQL queries to fetch specific data, including the last software used, and seamlessly handled fields with special characters.
- **Custom Logic Implementation:** We implemented custom logic to populate fields according to the client's requirements, ensuring accurate data representation.
- **Scalability Enhancement:** We segregated workstation devices and servers, creating separate server data sources to optimize performance and scalability.

RESULTS

The implementation of our customized solution yielded significant benefits:

- **Flexibility:** We demonstrated the platform's adaptability and versatility by customizing ServiceNow to meet unique business needs.
- **Collaboration:** Our collaborative approach fostered a deep understanding of the client's challenges, resulting in a solution that precisely addressed their pain points.
- **Innovation:** Combining Service Graph capabilities with custom code allowed us to innovate and deliver a solution that pushed the boundaries of conventional integration methods.

KEY TAKEAWAYS

- **50%** Decrease in Data Integration Errors
- **40%** Reduction in Processing Time
- **75%** Increase in User Satisfaction
- **25%** Reduction in Time-to-Resolution





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