



A UK leader in private medical insurance

Solution

ServiceNow for IT Service Excellence

Industry

Insurance

Company

VitalityHealth

Size

1,400 employees

Highlights

VitalityHealth, a leader in the provision of private medical insurance, engaged Devoteam to help streamline its IT service management and introduce self-service into its UK facilities management.

IT service excellence leaves leading medical insurer in rude health

VitalityHealth (formerly PruHealth, a part of Prudential plc) is a specialist provider of private medical insurance with over 600,000 customers in the UK. Its goal is to be one of the best insurance organisations in the world, one that is renowned for excellence, innovation and financial strength.

Main challenges

Driving change to support growth

VitalityHealth was using a number of disparate applications to manage its IT request facility in the UK. These systems did not communicate with each other, with the result that the IT department had to cross-reference different sources of information in order to fulfil all user requests.

With offices throughout the UK and a growing client portfolio, the company judged the time right to consolidate its ITSM systems around a centralised service function.

What did we solve?

Giving service a health check

VitalityHealth evaluated options to replace its existing ITSM system tool and decided to look for a new solution with end-to-end service, a single point of entry for users and software as a service (SaaS) capability.

Pete Beesley, Problem Manager at VitalityHealth, identified that ServiceNow fitted the requirement with its fully integrated suite of functions. He could see how ServiceNow would help the business to excel: **"A health insurance business like ours needs the wherewithal to lead the way through good service. ServiceNow has the scope to let us introduce service throughout the organisation."**

VitalityHealth engaged ServiceNow, who in turn asked Devoteam to assist with the transition to the new platform. Due to contractual commitments with the incumbent suppliers, VitalityHealth needed the transition to occur in an extremely short timeframe. Working alongside ServiceNow, Devoteam employed its RAPID method to implement the incident, problem and change management modules to cover the core ITSM processes.

RAPID involves the customer's administration team in a strong delivery timetable to facilitate quick transfer of ownership. Through this approach, which includes administration training as part of activation, the customer deploys its own internal resources as part of the delivery. This not only reduces the cost of implementation, but also increases understanding of the overall solution.

Devoteam's expertise achieved the changeover of ITSM systems to a fully functioning ServiceNow solution in two weeks!

Separately, VitalityHealth identified that ServiceNow's single system of record and platform could replace the many disparate calendar systems used across the


Case study

company for booking rooms at all UK sites. The client engaged Devoteam to unify these various calendar applications under a single interface with advanced features, the development of which also drew on Devoteam's expertise in Java Script and Jelly (the XML framework for customising forms in ServiceNow).

Main benefits

Ensuring IT service fitness

The client is benefiting from a streamlined, centralised service management facility based in the cloud and aligned with ITIL. The new facilities booking system has been adopted company-wide and been praised for its clear ability to save employees time and effort.

- The new IT service management solution has enabled IT to improve its services and their delivery to the organisation.
- Big improvement in Incident SLA performance at all levels due to excellent visibility for all resolver groups and management.
- Automated workflows enable quicker delivery and greater transparency of calendar booking requests through the self-service portal.
- ServiceNow's reporting gives management a clear view of IT.

Pete Beesley at VitalityHealth says: **"Thanks to Devoteam we can now concentrate resources to eliminate service interruption to the business, manage problems, control change and provide the business management with information on the IT infrastructure."**



Paul Beesley, Problem Manager:

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About Devoteam



Established in 1995 and present in 17 countries with 5,000 professionals working at the forefront of digital systems, Devoteam is expert in the application of technology to improve business and service performance.

Drawing on industry partnerships with leading technology vendors such as AppDynamics, BMC, CA, Google, Red Hat and ServiceNow, we help organisations transform their IT infrastructure to meet the challenges of the digital age. Our 700+ consultants deliver innovative cloud-based solutions that power the service-oriented enterprise.

At Devoteam, we make digital transformation happen.