

AHEAD Strategy & Visioning

PARADIGM SHIFT FROM
REACTIVE
TO
PROACTIVE

Service Awareness, Service Experience and Service Delivery

Today's fast-paced industry trends – DevOps, Cloud, AI/ML based automation, Speed of Delivery and 'Consumer-Class UX' are driving organizations to recalibrate their digital transformation journey, but the challenge is to understand the who, what, why, where and how.

CONTEXT AND CHALLENGE

Alignment

"Are we doing the right things?"

Architecture

"Are we doing them the right way?"

Delivery

"Are we getting them done well?"

Value

"Are we realizing the benefits?"

VALUE PROJECTIONS

- 1 Drive culture change – Staff enablement, measurement and gamification
- 2 Automation and shift left
- 3 Strengthen brand of it – Align brand to value
- 4 Focus on the future – Beginner's mindset
- 5 Improved user experience – Personalization

How AHEAD can help

Discovery & Inspection

Deep dive sessions on the current landscape – policy, process and procedure

Executive Readout

Product Demonstrations & Best Practice

Proposed Solution & Strategy

ServiceNow Solutioning & License Recommendations

Roadmap & Transformation Enablement

Proposed high level roadmap (12 to 24 months)

Business Value Assessment / ROI Analysis

Governance Framework & Target Operating Model

Persona & Stakeholder Analysis

Stakeholder Assessment

Stakeholder Engagement Plan

Building Champions & Success Strategy

Customer Success (Willing, Able, Allow)

Engage for Change
(Transition Strategy, Hearts & Minds)

Prepare for Change
(Manage Impact & Transition, Educate)

Sustain Change
(Manage Behavior, Support Structures)



Business Challenge

- > Lack of a service oriented approach
- > Poor end-user experience when engaging IT
- > Customized solutions and legacy toolsets causing technical debt
- > Lack of visibility across processes



Solution

- > Detailed assessment on the current state
- > Recommendations & Action Plan to migrate to ServiceNow CMDB
- > ServiceNow Solutioning & License Recommendations
- > Scope, Schedule and Cost to migrate to ServiceNow
- > Established an organizational change management plan for overall customer success
- > Provided thought leadership and education across all organizational levels
- > Created a CSDM & CMDB maturity roadmap to help Marsh in its services journey

MAINTAINING A HEALTHY CMDB FOR TODAY

To ensure long term health of Marsh's CMDB, AHEAD conducted a detailed assessment and an action plan to migrate to ServiceNow CMDB focused on mitigating their technical debt and driving operational efficiency of consuming ITSM processes.

ESTABLISHING A ROADMAP FOR TOMORROW

AHEAD worked with Marsh to outline a future roadmap and guidance around long term strategy to leverage the ServiceNow platform that would help Marsh maximize business outcomes.

SUCCESS STORY

A Global
Professional
Services Firm

150+
YEARS IN
BUSINESS

130+
COUNTRIES

\$20 B
REVENUE



As Marsh was looking to transition from legacy tool sets onto the ServiceNow platform for CMDB and IT Service Management, they were looking for a partner that could provide both technical expertise and process guidance to do a detailed assessment of where and how to start their maturity journey

Marsh chose AHEAD to conduct a CMDB assessment and build out a CMDB maturity roadmap following the CSDM framework. AHEAD also helped Marsh with a customer success plan to ensure the maturity journey has the right level of adoption & engagement across the organization.

AHEAD

Accelerate Your Impact

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