

Run a Smarter, Leaner Insurance Business with ServiceNow

15 years of ServiceNow
experience helping
organisations improve
speed, accuracy, and
service quality

HITACHI

Hitachi Digital Services



Hitachi Digital Services & ServiceNow

Leveraging a powerful partnership

If you thought ServiceNow was just IT Service Management, think again. ServiceNow is the leading platform enabling any insurers to manage efficient and responsive IT and digital operations. With unified data in a configuration management database (CMDB), automation and AI, insurers can get ahead of issues and rapidly meet employee and customer needs. ServiceNow can transform your business into a technology organisation built for the dynamic digital age.

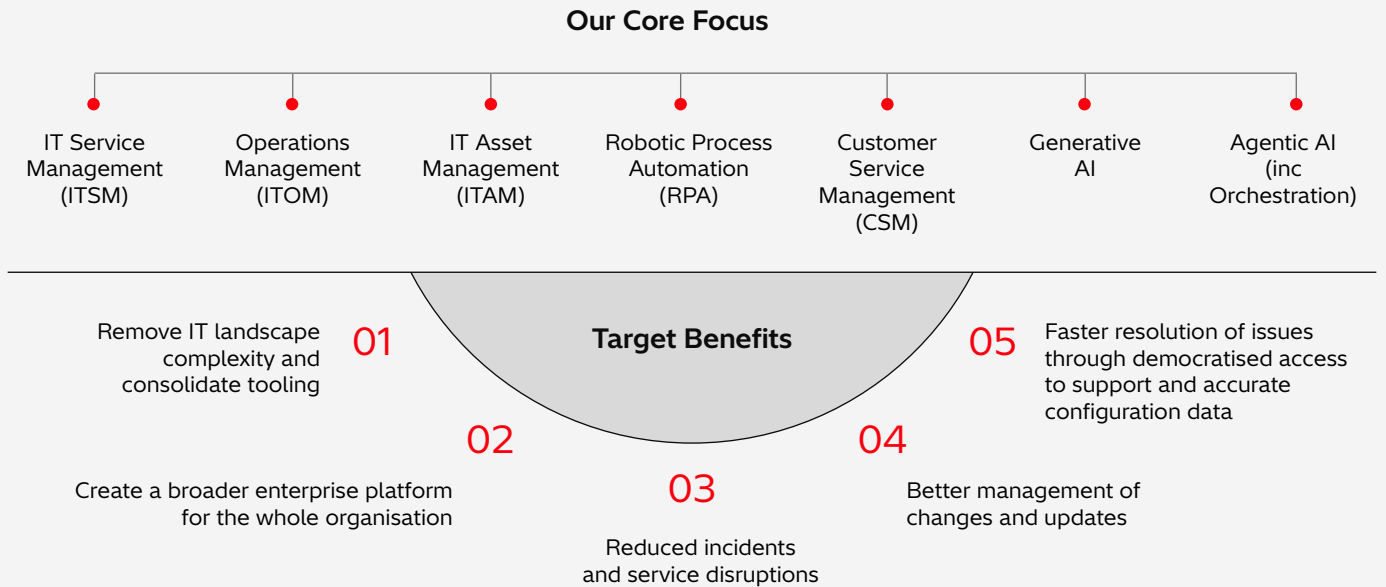


Our ServiceNow Practice

Hitachi Digital Services is your partner for implementing ServiceNow and delivering all its potential: driving technology best practice, optimising technology use and spend, and delivering strategic tech initiatives.

With **Hitachi Digital Services** and **ServiceNow**, you can not only optimise and futureproof your IT operations, but make it more customer-centric.

Our ServiceNow Practice Focus Areas and What Benefits are Possible:



Our Services & Capabilities

Expertise from development to ongoing support

Our global team of Certified Consultants delivers a vast range of ServiceNow capabilities, across implementation, migrations and upgrades, and managed services. With our expertise in implementing ServiceNow platforms including

CMDB, Reports & Dashboards, Knowledge Management and Service Level Management, you can better manage incidents, changes, and releases, as well as process requests. We can also help you take advantage of advanced functionality like predictive intelligence, virtual agents and agentic AI, and process and workforce optimisation.

ServiceNow Capabilities

- IT Service Management process workflows
- Major incident management
- Event monitoring, alerting and aggregation
- Asset discovery, configuration, and fulfillment
- Agile development processes
- Mobile, Portals, Dashboards, and Workspaces
- Automated ticket creation, allocation, and update
- Virtual agents and collaboration platforms
- Surveys and assessments
- Orchestrations and API-based integrations
- HR process workflows
- Automated testing
- Knowledge management

Offerings & Services

Implementation	Migrations / Upgrades	Managed Services
<ul style="list-style-type: none"> • IT Service Management Process Advisory • Health Checks • Green Field Implementations (Small to Medium) • Integrations - IT Service Management, ITOM, and ITAM 	<ul style="list-style-type: none"> • System Enhancements • Upgrades • Extensions and Customisations • M&A Support 	<ul style="list-style-type: none"> • Monitoring & Maintenance • Application Issues & Break-fix • Patching Impact/Testing • 24x7 Support • Knowledge Management

User Experience Design

Serving employees and customers better demands a focus on effective user experience (UX) design, to unlock all the potential of ServiceNow, users need to be able to navigate and engage with services within it. By enabling users to access all the features available, UX design helps drive efficiency.

Our UX design expertise covers service portals, mobile apps, workspaces, user interface (UI) pages, and dashboards. We can customise a significant range of core ServiceNow platforms and develop effective user interfaces with Pro Code, Low- and No-Code.



Our Approach

There are three phases to our approach across our capabilities, which we can deliver via an agile, waterfall or hybrid approach

1. Development & Integration

- Integration: SCCM, including hardware information like serial numbers, ServiceNow (SN) to SN, 3rd systems into SN etc.
- Platform Application Development

2. Consulting & Implementation

- ServiceNow Products (ITxM experience management, CSM)
- Configuration & Customisation
- Data Migration

3. AMS

- Administration & Maintenance
- Technical Support



Levers for Cost Savings

How Hitachi Digital Services and ServiceNow can cut costs and drive impact

High operational costs are, for many insurers, the primary pain point driving ServiceNow adoption. While ServiceNow can do so much more, it's still critical to maximise cost saving potential – because it's the foundation that the broader set of services and solutions should be built on.

Our Three-step Process

Insufficient processes that require excessive manual support are often at the root of these high costs – so we've developed levers to target them:



Consolidate systems,
drive efficiency

Platform and Integrations

01

The first lever involves integrating the platform with tools such as HR platforms, observability tooling and Software Development Life Cycle applications such as JIRA. Workflow data fabric integration follows, as well as unifying event management across workloads.

Automate processes
within ServiceNow

Workflow Enablement

02

The second lever is about automating processes including AIOps workflow, and reducing both the license and operational costs of tools such as Robotic Process Automation.

Reduce manual
support effort

Level 1 Support Optimisation

03

The third cost-saving lever sees more advanced automation, such as ticket /incident routing, resolution for common incidents, and catalog and AIOps workflow automation, orchestrating and leveraging agentic AI.

With streamlined, automated support processes, **our clients have reduced both manual tasks and costs by 40%+**. And our flexible engagement and pricing models make access to these savings more affordable and increasingly compelling.

The Fastest Route to Results

Our roadmap and value creation journey

Our roadmap for delivering value with ServiceNow has four stages, beginning with laying the foundations to create a unified IT services platform, and progressing to a mature, optimised state where intelligent operations infuse every part of the enterprise. This target end-state doesn't stand still though – with visualisation and reporting, insurers can set up dashboards to measure KPIs such as completes, correctness, and compliance, and improve any areas identified during periodic audits. You can also closely watch Discovery issues and rectify them on the go, manually or even autonomously.

ServiceNow is a constant journey that yields more value the longer and deeper you engage:



Foundation

- Set up Now Platform core services (security, roles, UI).
- Implement CMDB & Discovery (basic ITOM Visibility).
- Deploy IT Service Management Pro Plus (Incident, Problem, Change, Request, Knowledge).
- Build Service Portal (single front door for end users).
- Establish IntegrationHub with core systems (AD/Entra ID, HR, Email).

Outcome:

The organisation has a single pane for IT services with an accurate CMDB baseline.



Expansion & Automation

- Extend IT Service Management with Vendor Management, DevOps connectors, Process Optimisation.
- Add Performance Analytics dashboards (Business + IT SLAs).
- Expand ITOM with Advanced Discovery, Event Management.
- Introduce IT Asset Management (HAM + SAM basics).
- Deploy Virtual Agent & AI/ML across the enterprise, to support everything including ticket routing. Simple migration of automation from existing Robotic Process Automation use cases.
- DevOps with CI/CD.

Outcome:

Higher automation, visibility into IT estate, reduced manual effort.



Maturity & Optimisation

- Implement AIOps & Predictive ITOM.
- Mature DevSecOps + Integrated Risk Management integration.
- Automate compliance audits with Integrated Risk Management + Enterprise Architecture governance.
- Explore AI agents / AIOps + Robotic Process Automation integrations for proactive automation.

Outcome:

Enterprise-wide intelligent operations, proactive monitoring, strong governance.



Business Alignment

- Roll out Strategic Portfolio Management (SPM) – demand, portfolio, agile delivery.
- Deploy Integrated Risk Management – compliance, risk, audit policies.
- Enable Enterprise Architecture for rationalisation and roadmap alignment.
- Extend ITAM to Cloud Cost Management.
- Introduce Workflow Data Fabric for cross-domain insights.

Outcome:

Business + IT alignment, governance maturity, proactive risk and cost control.

Success Stories

Insurance Company

41% less time spent on transfer orders
58% less time spent on inventory management
16,000+ assets offboarded through automation.

Challenge

- Seeking opportunities to reduce risk, improve service, and optimise costs with data that they can trust
- Warehouse staff annually processing and auditing thousands of pieces of equipment a year by writing records using pen-and-paper and email
- Limited visibility into total cost of asset ownership

Solution

- With ServiceNow mobile scanning, company experienced a 41% reduction in time spent on transfer orders and 58% reduction in time spent on inventory management
- Total cost of ownership data allowed the team to be far more efficient with asset resale and spend. Leveraged the platform to donate thousands of pieces of equipment to local school districts and leveraging national non-profits

Results

- **Improved Risk Management: Reduced Equipment Loss:** A centralised asset registry minimises the risk of lost or misplaced equipment, improving accountability and security
- **Enhanced Compliance:** Automated tracking of maintenance schedules and warranties ensures compliance with regulations and avoids potential fines
- **Proactive Asset Management:** Real-time data facilitates identification of aging or failing equipment, allowing for preventative maintenance and minimising downtime

US IT Services Company

20% reduction in downtime
30% decrease in change-related incidents
\$500,000 annual cost savings

Challenge

- Lack of visibility into IT assets and configurations
- Difficulty in managing changes and updates
- High risk of service disruptions due to misconfigurations

Solution

- Implementation of a comprehensive CMDB solution with automated discovery tools
- Standardisation of configuration management processes
- Integration with IT Service Management tools for streamlined change management

Results

- Improved visibility and control over IT assets
- Reduced incidents and service disruptions
- Faster resolution of issues through accurate configuration data





Why Hitachi Digital Services?

At Hitachi Digital Services, we've had ServiceNow at our core since 2010. We've helped global organisations in industry sectors ranging from logistics to e-commerce to take advantage of ServiceNow. Whether through ServiceNow as a Service (SNOWaaS) or ServiceNow Consulting, we've helped transform our clients' IT and service delivery.

With our partner ecosystem and ability to integrate with third party platforms including JIRA, Salesforce, AWS, and Workday, as well as legacy applications, we can configure the data, manage the assets, and harness the advanced automation tools you need to run your business better.

Talk to us today

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About Hitachi Digital Services

Hitachi Digital Services, a wholly owned subsidiary of Hitachi, Ltd., is a global systems integrator powering mission-critical platforms with people and technology. We help enterprises build, integrate, and run physical and digital systems with tailored solutions in cloud, data, IoT, and ERP modernization, underpinned by advanced AI. By combining Information Technology and Operational Technology (ITxOT), we drive efficiency, innovation, and growth across industries. With over 110 years of Hitachi Group's engineering and technology leadership, Hitachi Digital Services is powering smarter platforms for a safer, more sustainable future. To learn more, visit hitachids.com.

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