

Transforming Service Management: From ServiceNow to Jira with ServiceRocket

Industry: Media & Broadcasting

Product: JSM Data Center

Region: EMEA

Size: Large Enterprise

About

The customer migrated from ServiceNow to Jira Service Management to cut costs and enhance functionality. ServiceRocket facilitated the move with effective integration, automation, and a dynamic portal in Arabic. The transition reduced costs, delivered ROI in 1.5 years, and improved user satisfaction while maintaining critical functionalities and offering a unified view of assets.

Challenge

The customer needed to move from ServiceNow to Jira Service Management (JSM) due to high costs, complex customizations, security issues, and update challenges. They aimed to migrate all issue data while retaining similar functionality, utilize JSM features like an Arabic customer portal, automation, robust asset management integration, SLA definitions, and a user-friendly interface. Collaboration with multiple teams across locations was also essential.

Solution

ServiceRocket conducted a discovery workshop, gathering key requirements and refining the blueprint with weekly feedback. They built the JSM implementation using Refined theming and JavaScript, integrating the customer's CMDB and Atlassian's Asset Management system. Automation replicated non-native ServiceNow functions, and data was migrated to JSM once the design met customer satisfaction.

Outcome

The migration reduced the customer's ServiceNow costs, with ROI achieved in 1.5 years. The dynamic JSM portal, with self-help resources and Arabic support, improved user satisfaction and engagement. ServiceRocket's scripts ensured critical functions were preserved, minimizing disruption. The CMDB integration provided a clearer visual of all assets for employees.

" The data migration is complete and the system is now live for our users. Things are going well so far and we will keep monitoring them in the coming days to ensure everything is working as expected. Thank you a lot for your swift support."