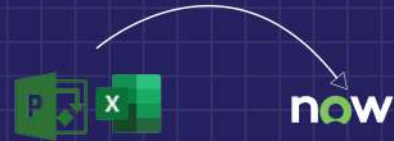


## Customer Story



# Aditya Birla Capital – A transformative journey with ZeTechno



Industry: BFSI

Product: servicenow. SPM Pro

## | About ABHFL

Aditya Birla Capital is one of the known global financial enterprises with a diverse portfolio in insurance, asset management, lending, and wealth management with 18,000+ employee strength.

**Time overrun being the silent project killer demanding urgent resolution?**

## | Customer Distress

- The Project was not moving for more than 4 months.
- The incumbent Elite Partner was identified with poor product knowledge.
- Approval for a lean budget but a fat product implementation was expected.

## | Understanding the Challenges

- The projects and every related information to a project were managed using excel files and was cumbersome.
- Not using a scalable and robust platform like ServiceNow hindered the Finance, Resource and Portfolio planning.
- New Project requests and approvals were discussed over emails leading to critical gaps in the project journey.
- IT project processes needed improvement.

< 7

Weeks for PILOT Go-Live

< 12


Weeks for Full Go-Live


100%


IT projects moved to SN




## | ZeTechno Approach

1 Understood the business landscape. 

2 Defined the MVP\* and provided fixed cost. 

3 Implemented right engagement and governance model. 

4 Appointed right resources with required skills. 

5 Emphasized User adoption and change. 

\* MVP-Minimum Value Product

ZeTechno's in-depth Project Management analysis and customer-aligned corrections streamlined product usage with minimal customizations, ensuring **minimal future upgrade efforts**.

The challenge at ABHFL wasn't just the product implementation but also the user adoption. Without product usage, achieving maximum ROI is unattainable. To expedite product adoption, ZeTechno synchronized user trainings, workshops, and manuals with module configuration completion. Additionally, we implemented our in-house crafted User Adoption Acceleration Framework called PPIS.

## | Modules Implemented

Demand Management

Resource Management

Portfolio Management

Program Management

Project Management

Time sheet Management

Cost Management

