



Schneider Electric

# Delivering 90% ticket accuracy



**Schneider Electric accelerated its digital and sustainability journey with Fujitsu to deliver the world's then largest ServiceNow ITOM deployment. Coupled with a single glass view of IT, they achieved 90% ticket accuracy, with a 50% reduction in incident resolution time within the first year.**

## Challenge

Schneider Electric needed global visibility into 4,000+ applications spread across 320+ data centers on over 10,000 servers to reduce outages and risk.

## Solution

Amplify the accuracy of the CMDB (Configuration Management Database) by improving discovery for over 800 sites and further completing over 100 service maps that represented the majority of critical applications.

## Outcomes

- 90% ticket accuracy
- 50% reduction in resolution time within the first year
- Truly consolidated view of all infrastructure and services in over 100 countries

**“Fujitsu was the natural choice because they demonstrated the hunger to be a part of our ServiceNow journey and help us define and gather a single pane of glass view for our IT landscape.”**

Panindhar Debur, IT Director, Schneider Electric

Industry:

**Energy**

Location:

**France**

Website:

[www.se.com/ww/en](http://www.se.com/ww/en)

## About the customer

Schneider Electric SE is a global industrial technology leader bringing world-leading expertise in electrification, automation and digitization to smart industries, resilient infrastructure, future-proof data centers, intelligent buildings, and intuitive homes. With an ecosystem of 150,000 colleagues and more than a million partners operating in over 100 countries, Schneider Electric ensures proximity to its customers and stakeholders.



**50%**

reduction in  
resolution time

## Connecting and protecting a complex global business

Schneider Electric required standardized governance processes and architecture to enhance operational resilience across its global operations. The key objectives were to improve visibility into outages, align disaster recovery with business priorities, and mitigate risks associated with a complex infrastructure. By integrating on-premise and cloud solutions, Schneider Electric supported critical global operations while ensuring the safety and security of its infrastructure. Despite operating in over 100 countries with 150,000 employees and managing a legacy-laden, complex environment, the company sought to close gaps and accelerate its digital transformation.

“Our infrastructure is a combination of on-premise and cloud, and our solutions are present everywhere.” explains Zac Nimboorkar, SVP Global Technology Services, Schneider Electric. “From data centers to buildings and factories, we support critical operations globally, and we need to make sure that our infrastructure is always safe and secure.”

## Unlocking the value of the Now Platform

To enhance security, resilience, and adaptability, Schneider Electric executed the world's largest ServiceNow ITOM deployment. This initiative provided the company with comprehensive visibility and control, significantly reducing risk exposure. The program allowed for rapid identification and resolution of outages, cutting down incident resolution times from hours to minutes. The deployment also aimed to reduce the annual processing of over one million tickets by up to 20%. The collaboration between Schneider Electric, Fujitsu, and ServiceNow facilitated smoother operations by eliminating barriers to productivity.

“Through automation, project management, and IT support, we've removing the obstacles that stop people from doing their jobs,” explains Michelle Hilario, Global Service Desk Architect, Schneider Electric. “The combination of Fujitsu and ServiceNow is the perfect partnership to help us do that.” The engagement also involved organization change management from Fujitsu; one area was to upskill Schneider Electric teams so they could complete service mapping and other ongoing activities, while using the new information to better improve operations and risk response.

## Accelerating digital and sustainability transformation

Schneider Electric has topped the “World's Most Sustainable Companies for 2024” list by Time magazine and Statista. In its pursuit of carbon neutrality by 2030, Schneider Electric partnered closely with Fujitsu to drive its Green IT initiatives.

“We had a goal of 5% reduction and in the first year we were able to achieve 36% reduction through decommissioning of a lot of the legacy systems,” Zac Nimboorkar says. “When we look at our ecosystem, we look for partners that have similar goals and objectives around carbon emissions. Our partnership with Fujitsu helps us deliver a sustainable reduction in our carbon footprint through technology.”

Customer:



**Fujitsu**

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