— CASE IN POINT | **SERVICENOW + ADT**

ADT's Onboarding Journey with ITOM & ITAM

How ADT saved 1k+ hours, gained visibility into $25M in assets, & configured 2M CMDB items

Automating onboarding & enhancing asset management

Challenge	Solution	Outcome
Delays in onboarding due to multiple systems & manual processes	• Automated onboarding flows • Built custom app to simplify systems • Created single pane of glass for process & requests	• **1k** onboarding hours saved • Custom app supports **3k** offboarding & **2k** onboarding requests per month
Lack of CMDB population automation	• Implemented ITOM: Discovery, CMDB, & Event Management	• **2M+ CMDB configuration items** tracked & managed • **500 business applications** tracked & managed
Fragmented assets & data quality gaps in the CMDB	• Implemented ITOM: Discovery & Service Graph Connectors	• Connected **6 integrations** to CMDB • Unified cloud resources, software contracts/entitlements, & user devices
Lack of visibility to business applications & services	• Implemented ITAM: Hardware Asset Management & Software/SaaS Management	• Visibility to track & manage **$25M** in managed software & SaaS licenses

"We were brand new to ServiceNow when we started working with RapDev and they were able to get us to this end state in exactly one year!"

– David Barkhausen | *Director, Business Alignment & Execution*

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CHAT WITH AN ENGINEER