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

Improving CMDB Data Quality: 55K+ Issues Fixed for a National Healthcare Provider

How RapDev's Asset & CI Insights app uncovered critical data gaps in a leading healthcare provider's CMDB

Driving CMDB accuracy & operational efficiency

Business Challenges & ACI Findings	Engagement Results	
Orphaned records causing broken references & disrupting asset management	**9k+**	references fixed & standardized model data
Duplicate serials, inflating estate size & driving up maintenance costs	**22k+**	assets assigned serials & 10k duplicate serials resolved
Missing serials, complicating inventory & maintenance tracking	**18k+**	assets assigned to users, streamlining HAM/SAM processes
"In Use" assets with no assigned user, impacting accountability & recovery	**15%**	reduced operational costs via CMDB health optimization
Unused models & assets missing models, causing errors & system slowdowns	**7k+**	unused models archived, improving performance & accuracy

Transforming CMDB optimization and management for leading healthcare providers even faster with AI Agents & Skills.

Wellstar HEALTH SYSTEM

Memorial Sloan Kettering Cancer Center

Set up Asset & CI Insights today to resolve critical data gaps.

FREE ON SERVICENOW STORE

T. +1-855-857-0222
e. sales@rapdev.io
www.rapdev.io

CONTACT US

© 2025 RapDev - All rights reserved