



## CASE STUDY

### Client Overview

Oakville Enterprises Corporation is a dynamic company with a portfolio of businesses that deliver energy and infrastructure services to residential and commercial customers in Ontario and throughout Canada. Its group of companies offer diversified products and services aligned with four strategic lines of business: Electricity Distribution, Infrastructure Services, Energy Services and Generation.

It is wholly owned by the Municipality of the Town of Oakville, and was formerly known as Oakville Hydro Corporation.

# OAKVILLE ENTERPRISES CORPORATION

A ServiceNow IT Service Management solution

## CHALLENGE

Oakville Enterprises Corporation (OEC) is comprised of several affiliate companies which, up until recently, operated as separate and distinct companies with their own IT support procedures and service desk tools, that included a range of basic ticketing systems, online communities, email and spreadsheets.

As a result of continued business growth and acquisition, demands on OEC's corporate IT support team continued to increase as new people and business operations were integrated and assimilated into the broader OEC organization. The IT leadership team realized that disparate IT support systems and processes were restricting the team's ability to track, report and resolve technical issues in a timely and efficient manner.

In addition, without a centralized Knowledge Management system, individual IT team members were unable to leverage broader corporate experience and capabilities. For example, although expertise to resolve a particular situation existed with one team member, the incident may have arisen within another business unit not supported by that IT resource, impacting both efficiency and productivity.

## OUR SOLUTION

In order to modernize service desk procedures and provide new IT Service Management (ITSM) capabilities, OEC evaluated various ITSM tools and technologies on the market. Taking into consideration both near-term requirements to support ITIL®-aligned service desk processes today, while preparing OEC to address longer-term requirements as they evolved through continued business growth and expansion, OEC selected the ServiceNow ITSM platform.

OEC recognized that, if properly planned and implemented, ServiceNow would provide a strong foundation to help the IT department to dramatically improve its ability to provide support services across the extended organization.

## CASE STUDY

### Challenges before ServiceNow:

- Disparate systems and tools used to manage IT support
- No centralized ITIL-aligned standards or processes
- Difficulty producing reports, collecting data and responding to new requirements

### Results with ServiceNow:

- A single system-of-record for all IT support
- Integrated IT service management
- ITIL-aligned processes
- A foundation to expand service management capabilities as needs evolve

To help achieve the goal of successfully implementing ServiceNow, OEC turned to Sierra Systems based on the strength of our ServiceNow experience, ITSM expertise and successful QuickStart implementation methodology.

Working closely and collaboratively with OEC, Sierra Systems provided the full spectrum of services necessary to implement ServiceNow, including ITIL expertise, project management, technical implementation, integration and training.

*“Sierra Systems provided OEC with a complete solution to meet our ITSM needs, with professional consultants who knew exactly what they were doing. Successfully implemented, ServiceNow is providing our team with the visibility and tools they need to transform how we provide support to our growing organization.” - Wendy Young, IT Director*

The initial phase of OEC’s ServiceNow implementation included (4) ServiceNow applications, including Configuration Management Database (CMDB), Incident Management, Service Catalog and Knowledge Management.

## BENEFITS

OEC’s ServiceNow implementation was completed on-time and on-budget, allowing OEC to begin eliminating legacy systems, automate several processes right away and roll the system out to end-users across the affiliate companies. Key benefits include:

- Successfully migrate from non-ITIL complaint tools to ServiceNow.
- A foundation to expand alignment with the ITIL framework. This was one of OEC’s early objectives.
- A scalable solution to accommodate onboarding of additional groups and processes on the same platform.
- The use of a single ITSM solution improved collaboration and speeding up mean-time-to-resolution (MTTR) between different departments and affiliated companies.
- Self-Service Portal for end-users to initiate requests on incidents, service requests and track status changes.
- A new knowledge base providing users with quick and easy access to a centralized repository for creating, editing, viewing and sharing knowledge.
- Reporting and analysis of service tickets made easy with real-time dashboards.
- Fast response time on incidents and service requests through email notifications and approvals using mobile devices.

To learn more about how Sierra’s solutions can assist your organization, contact us:

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