KUMORI TECHNOLOGIES

Established in 2018, Kumori Technologies started with European clients, providing expertise in complex and challenging ServiceNow implementations. The organic growth of our IT Service Management business saw the expansion of our core capabilities and deliverables beyond our foundation expertise.

As **ServiceNow's Technology Partners**, we enable ITSM implementation by providing highly-skilled and certified implementation resources, evaluating ITSM processes, and improvising them according to the industry's best practices.

Kumori is an agile, innovative company with a young, passionate team and expertise in Cloud Computing Solutions, DevOps, and Managed Services. Solutions provided by Kumori are seamless, secure, and scalable.

With delivery center in Bangalore, we ensure optimal technology solutions to reduce costs, streamline business processes, and gain business advantages for our customers.

kumori + servicenow TECHNOLOGY PARTNERS

New Relic Partner Network

aws partner network

Why Kumori Technologies

40 + YEARS' EXPERIENCE IN CONSULTANCY

20 + SERVICENOW APPLICATIONS

5 + FRESHSERVICE APPLICATIONS

100% SERVICENOW CERTIFIED

6 + AWS CERTIFIED CONSULTANTS

Our ServiceNow Portfolio

- IT Service Management
- IT Operations Management
    - Discovery
    - Orchestration
    - Event Management
- Portal Design and Development
- IT Business Management
- GRC, SecOps
- Application Development on NOW Platform
- Software Asset Management
- Human Resources
- Customer Service Management

SKILL
BEGINNER AVERAGE SKILLED SPECIALIST EXPERT

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Achieving True Agility With Automated Deployment Using ServiceNow For An Insurance Industry Leader In Europe

SERVICENOW CASE STUDY

Business Challenges

- The client had an **AGILE delivery model**
- One of the major challenge was **manual deployment process** which was delaying overall release cycles
- Client was also facing **performance issues** due to time at which deployments were done in production environment

Kumori's Approach

- Kumori's team was **already engaged with the client** delivering consulting services
- We **automated the deployment** application built on ServiceNow platform
- Kumori assessed the client requirements and proposed the **implementation** of automated deployment solution tailored to needs of the client
- We also proposed **scheduled deployment** to production to minimize the impact on performance on the platform
- Kumori **made recommendations** to the client based on which the client could improve their release management process

Value Delivered

- Implementation of the automated deployment solution from Kumori has significantly reduced the release cycle time for the customer
- This solution built the foundation for the DevOPS process implementation for the client and Kumori played a significant role in advising client to improve their Application Lifecycle process
- Implementation of the solution resulted in significant labor cost reduction for the client
- Errors due to manual interventions were reduced by 100%