Implementing ServiceNow to
UNIFY ENTERPRISE RESOURCE PLANNING
across Army Offices

To meet the US Army's objectives to improve user experience and reduce costs associated with IT service management (ITSM), 1901 Group's technical leadership consolidated multiple, disparate systems into a single FedRAMP-High instance of ServiceNow.

With ServiceNow, the Army improved security controls, lowered operating costs, and modernized their IT infrastructure by migrating to an authorized cloud environment. The ServiceNow implementation aligns with ITIL-best practices and gave the Army their desired service catalog.

? The Challenge
Soldiers across the armed forces use enterprise IT network and business systems to operate their mission.

Our customer started a major transformation program to Army ERP systems to provide a global supply chain, logistics management, payroll, and funds reimbursement.

The goal was to consolidate spending and centralize the ITSM platform and services.
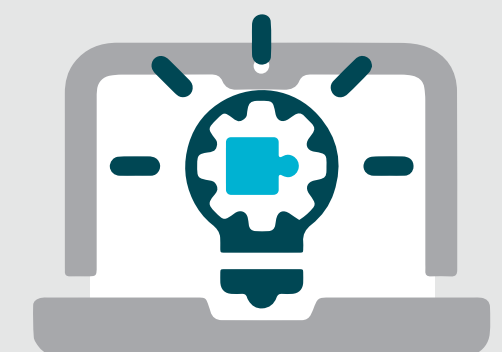
Our customer needed a modern technical solution capable of creating a product backlog without overcomplex configuration or customization.

The solution also required integration with the Secret Internet Protocol Router Network (SIPRNet) for transmitting and maintaining sensitive and classified information.
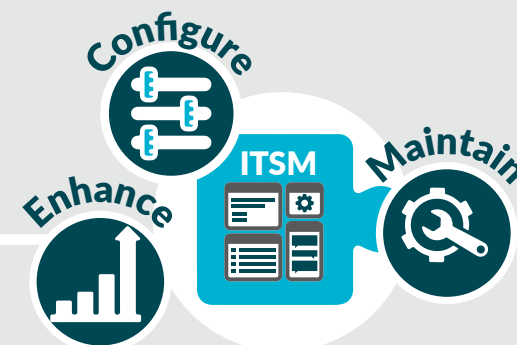
The solution required IT experts to enhance, configure, and maintain the solution in the existing environment, maintaining an "out-of-the-box" solution.

They needed to consolidate ITSM to streamline user experience, standardize processes, and provision cloud resources in a modernized environment.

✓ The Solution
1901 Group consolidated spending and operations onto a unified ServiceNow platform with modernized capabilities.

ServiceNow CoE — LEAD — DESIGN — CONFIGURE — ServiceNow — TECHNICAL LEADERSHIP — 1901 GROUP EITOC

1901 Group leveraged our ServiceNow Center of Excellence to lead, design, and configure the solution.

We delivered technical leadership to plan, design, install, test, implement, document, and maintain the solution.

EASIER MAINTENANCE — LOWER COSTS — FASTER IMPLEMENTATION — ServiceNow — 14 Modules

We optimized ServiceNow's capabilities while maintaining an "out-of-the-box" solution, enabling easier maintenance, lower costs, and faster implementation.

The solution includes 14 modules including Incident Management, Knowledge Management, Portal, Idea, Demand, Change, Agile Development, and Service Catalog.

ON PREMISE — ServiceNow — ✓ DoD IL 4 — FR FedRAMP-High — 369 Security Controls
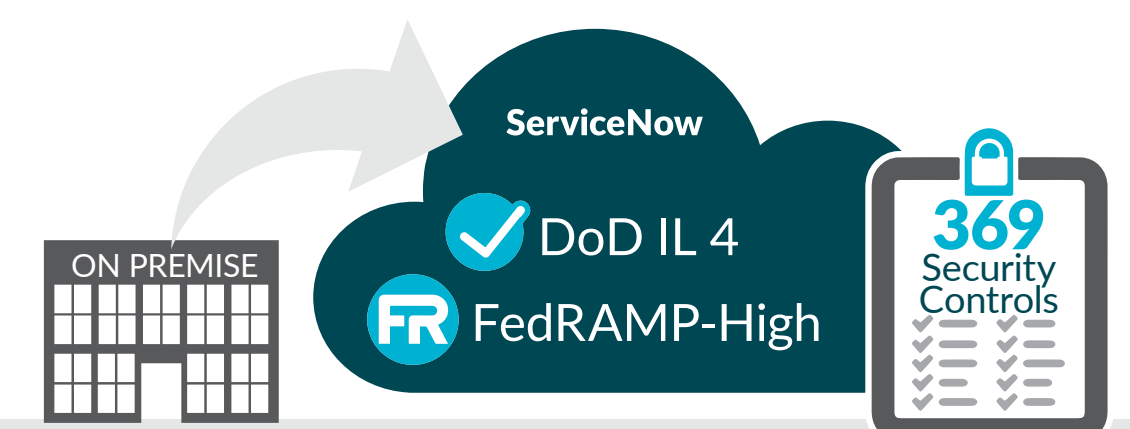
1901 Group maintains ServiceNow's functionality including proper access control to enhance internal security.

To optimize help desk services, 1901 Group migrated ServiceNow from on premise to FedRAMP-High and DoD Impact Level 4 cloud, meeting 369 security controls to reduce operations costs and secure mission critical data.

📈 The Results

Before	After
Disparate ERP programs ❌	✓ Consolidated ERP programs
Higher operating costs ❌	✓ Lowered operating costs
Complex O&M ❌	✓ Simplified O&M
Convoluted procedures ❌	✓ Streamlined procedures
Standard security controls ❌	✓ Improved security controls

1901 Group's ServiceNow solution supports the larger military goal to consolidate and unify disparate ERP programs.

Using ServiceNow allowed the Army to transform processes, workflows, and policies into one system, delivering lower operating costs, streamlined procedures, simpler operations and maintenance, and enhanced security controls.

Migrating ServiceNow from on premise to the FedRAMP-High cloud environment met the Army's requirement of controlling unclassified and mission critical data, maintaining all data on the network is secure. We further improved security through the secured environment we configured in SIPRNet to protect classified information.

ⓘ For more detailed information about this Success Story, **read the full case study here.**