



Transforming Project Portfolio Management:

NTT Journey with ServiceNow Strategic Portfolio Management

NTT Ltd (“NTT”) is a leading global technology services company that provides end-to-end IT and communications solutions. NTT faced challenges in managing its project portfolio and delivery effectively. With a diverse portfolio of offerings, NTT caters to the needs of various industries. As part of its growth strategy, NTT Group I&T, was looking for a solution to help them manage its project portfolio more effectively, ensuring that all projects aligned with the company's strategic goals.

NTT was searching for a solution that would enable it to manage its projects effectively and improve its overall project performance. Nihilent, a global consulting and solutions integration company, was engaged to implement the ServiceNow Strategic Portfolio Management (SPM) solution.

Challenges Faced by NTT:

NTT faced several challenges in managing its project portfolio. Some of the challenges were:

Lack of visibility into program status: NTT did not have real-time visibility into the status of its projects. This made it difficult to make informed decisions about its project portfolio.

Multiple tools: NTT has an extensive portfolio of projects managed through various platforms and tools. The lack of a centralized system made it difficult to track progress and measure the impact of each project.

Inefficient project prioritization: No standardized tool and process for prioritizing projects. As a result, the projects were selected based on individual preferences rather than strategic priorities.

Ineffective resource allocation: NTT had limited visibility into resource utilization across projects. Inefficient resource allocation leads to delays and cost overruns. This made it difficult for the company to allocate resources efficiently.

Solution Implemented by Nihilent:

Nihilent, a leading consulting and services company, proposed the implementation of ServiceNow Strategic Portfolio Management (SPM) to address NTT' challenges. ServiceNow SPM is a comprehensive solution that enables organizations to prioritize, plan, and execute projects per their strategic objectives. The solution had the following features:

Assessment and Workshops: Nihilent conducted a detailed evaluation of NTT' existing portfolio management processes, identifying areas for improvement and defining key performance indicators (KPIs) and use cases.

Design and implementation: Based on the assessment, Nihilent designed and implemented ServiceNow Strategic Portfolio Management solution aligned with NTT' business objectives and strategic goals.

Real-time project visibility: The solution provided real-time visibility into the status of each project. This enabled NTT to make informed decisions about its project portfolio.

Standardized project prioritization: The solution provided a standardized process for prioritizing projects. This ensured that projects were selected based on strategic priorities rather than individual preferences.

Efficient resource allocation: The solution provided visibility into resource utilization across projects. This enabled NTT to allocate resources efficiently.

Integration: Nihilent integrated ServiceNow SPM with other systems used by NTT, such as Jira, Azure DevOps, and other tools. This integration allowed for real-time data exchange between systems and provided a holistic view of their portfolio.

Training: Nihilent provided extensive training and support to NTT' employees, ensuring they were equipped to use the new solution effectively.

Results Achieved:

Implementing ServiceNow SPM has helped NTT streamline its project portfolio management process. The solution has provided a single source of truth for all project-related data, which has helped to make informed decisions. The solution has also helped to prioritize projects based on their strategic importance, optimize resource allocation, and improve budget management. In addition, integrating ServiceNow SPM with NTT' existing IT systems has enabled seamless data exchange, which has helped reduce duplication of effort and improved data accuracy.

Improved project performance: The solution enabled NTT to manage its projects effectively. This led to improved project performance and delivery.

Increased project visibility: The solution provided real-time visibility into the status of each project. This enabled NTT to make informed decisions about its project portfolio.

Standardized project prioritization: The solution provided a standardized process for prioritizing projects. This ensured that projects were selected based on strategic priorities rather than individual preferences.

Efficient resource allocation: The solution provided visibility into resource utilization across projects. This enabled NTT to allocate resources efficiently.

Better decision-making: The platform's reporting capabilities enabled NTT to generate custom reports and dashboards, providing insights into its portfolio performance and helping the company make better-informed decisions.

Conclusion:

Implementing ServiceNow SPM by Nihilent has helped NTT achieve its digital transformation goals. The solution has helped to streamline the project portfolio management process, which has resulted in improved decision-making and resource optimization. The solution has also provided NTT with a single source of truth for project-related data, which has enabled better visibility and control over the project portfolio. Nihilent's expertise in digital transformation and its partnership with ServiceNow has enabled NTT to achieve a successful implementation of ServiceNow SPM.