



# Transforming Project Portfolio Management:

*Enterprise Technology Services Organization Modernizes with ServiceNow Strategic Portfolio Management*

A global enterprise technology services organization delivering end to end IT and communications solutions faced challenges in managing its project portfolio and delivery effectiveness. With a diverse portfolio serving multiple industries, the organization needed stronger alignment between projects and strategic goals.

To improve governance, visibility and execution, the organization partnered with Nihilent to implement ServiceNow Strategic Portfolio Management (SPM). The objective was to create a unified framework for prioritizing initiatives, optimizing resources and enhancing overall portfolio performance.

## Challenges

The organization encountered several limitations in portfolio management:

Limited real time visibility into program and project status

Multiple disconnected tools used across project tracking

Lack of centralized data and reporting consistency

Inefficient prioritization based on subjective preferences

Limited insight into resource utilization

Delays and cost overruns due to allocation inefficiencies

These challenges reduced decision making accuracy and strategic alignment.

## Solution Implementation:

### Assessment and Workshops:

- Conducted comprehensive evaluation of existing portfolio processes
- Identified improvement areas and defined KPIs and use cases
- Engaged stakeholders to align on requirements.

### Design and Deployment:

- Implemented ServiceNow Strategic Portfolio Management aligned to business objectives
- Established standardized governance and workflow structure

## Key Solution Capabilities:

### Real Time Portfolio Visibility:

- Enabled continuous monitoring of project status
- Improved informed decision making

### Standardized Prioritization:

- Introduced structured prioritization methodology
- Ensured initiatives aligned with strategic objectives

### System Integration:

- Integrated with existing enterprise tools including Jira and Azure DevOps
- Enabled real time data exchange and unified portfolio insights

### Training and Enablement:

- Delivered structured user training and adoption support
- Ensured effective platform utilization across teams

## Results Achieved:

The implementation delivered measurable improvements:

- Centralized Data Visibility Single source of truth for portfolio information
- Improved Project Performance Enhanced execution and delivery outcomes
- Strategic Alignment Projects prioritized based on organizational goals
- Optimized Resource Usage Greater efficiency across project assignments
- Enhanced Decision Making Advanced dashboards and reporting insights
- Reduced Operational Duplication Integrated data exchange improved accuracy

### Conclusion:

Through the deployment of ServiceNow Strategic Portfolio Management, Nihilent enabled the organization to modernize portfolio governance and execution. The solution enhanced visibility, improved resource optimization and strengthened strategic alignment across initiatives. This transformation positioned the organization to manage complex project ecosystems more effectively while supporting long term growth and operational agility.