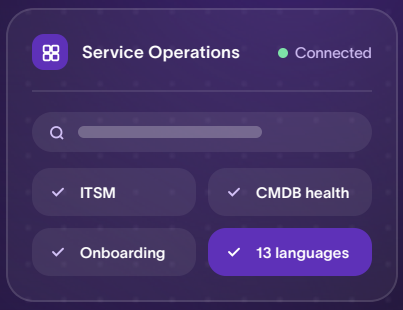
NEWROCKET

CASE STUDY · MANUFACTURING

Global Semiconductor Manufacturer

Modernizing IT Service Management Across a Global Semiconductor Business

How a semiconductor manufacturer standardized IT service management, automated employee onboarding, and improved configuration data visibility.



CUSTOMER	INDUSTRY	LOCATION	SERVICENOW
Global Semiconductor Manufacturer	Semiconductor Manufacturing	United States	ITSM, CMDB, ITOM

THE CUSTOMER

A Global Manufacturer across Multiple Regions

A global semiconductor manufacturing organization supporting the industry with critical subsystems, components, and specialized services, needing a more consistent way to manage IT services and see its technology environment.

THE CHALLENGE

Managing Global IT Services Across Inconsistent Processes and Systems

Legacy systems and inconsistent processes created several challenges:

- **Inconsistent service processes** across regions
- **Limited configuration visibility** into assets and relationships
- **Complex onboarding** spanning systems including SAP GRC
- **Disconnected support tools** and a **13-language** workforce

THE SOLUTION

Standardizing ITSM and Connecting Enterprise Systems

NewRocket expanded the ServiceNow platform across core ITSM, catalog automation, CMDB foundations, integrations, reporting, and adoption enablement.

WHAT NEWROCKET DELIVERED

01 Standardized Core ITSM
Incident, Problem, Change, Knowledge, Request, and Service Level Management.

02 Automated Catalog & Onboarding
Up to 12 catalog items and an onboarding workflow integrated with SAP GRC.

03 Strengthened CMDB & ITOM
Intune via Service Graph Connector, IRE, and CMDB Health Dashboards across up to 10 CI classes.

04 Connected Support Tools
Microsoft Teams for collaboration and approvals; ConnectWise ScreenConnect for remote support.

05 Reporting & Multilingual Access
Five custom reports, two dashboards, and Dynamic Translation with Azure for 13 languages.

THE RESULTS

More Consistent and Connected IT Service Operations

MULTILINGUAL ACCESS

13 languages

supported across the workforce through ServiceNow Dynamic Translation.

- **Consistent service management** across regions.
- **Better configuration data visibility** with CMDB Health.
- **Greater reporting visibility** for management decisions.
- **Structured fulfillment** with SAP GRC-integrated onboarding.
- **Connected support operations** via Teams and ScreenConnect.
- **A maintainable, out-of-the-box-first** platform.

> The resources assigned to this engagement did an exceptional job. Andrew demonstrated deep expertise and consistently delivered with a quick turnaround, while Katy was highly responsive and provided outstanding support throughout the engagement.
>
> CUSTOMER TESTIMONIAL · GLOBAL SEMICONDUCTOR MANUFACTURER

Building Consistent IT Service Operations Across Global Teams?

NewRocket helps organizations implement and extend ServiceNow ITSM, strengthen CMDB and ITOM capabilities, and connect service operations with the systems teams rely on.

Talk to NewRocket →

newrocket.com/contact