

From Legacy Systems to Intelligent Field Operations

How Telent Modernised Operations, Reduced Waste, and Increased Profitability With NewRocket

telent



The Customer

- **Company:** Telent
- **Industry:** Infrastructure & Public Services
- **Location:** United Kingdom
- **ServiceNow Offering:** Customer Service Management (CSM), Field Service Management (FSM), Strategic Portfolio Management (SPM), Asset Management Automation, Integrations

Telent is a UK-based specialist in designing, building, and managing critical national infrastructure. The company supports major public service providers across transport, communications, and utilities, maintaining over 300,000 assets nationwide — ranging from traffic lights to security systems. Telent plays a vital role in keeping the country moving.



The Challenge

For over two decades, Telent managed its customer journey, asset lifecycle, and service operations with **highly customised on-premise systems**. Over time, these **legacy tools became costly, rigid, and created data silos across departments**, limiting scalability and visibility.

Tracking assets, field engineering activities, warehouse operations, and project management remained largely disconnected, and **operations and finance reporting were manual and time-consuming**. On top of that, Telent's **customer-facing portals were not user-friendly** or easily accessible.



The Solution

A Connected Platform for Smarter Field and Asset Operations

NewRocket partnered with Telent to completely redesign its service management processes, replacing outdated systems with an integrated, scalable ServiceNow® platform.

01 | End-to-End Service Design and Delivery

NewRocket helped architect a seamless customer journey for Telent, starting with deep discovery work. Gaining a comprehensive understanding of how Telent wins, maintains, serves, and bills against its contracts allowed the team to design technical solutions directly aligned with Telent's business outcomes. NewRocket implemented ServiceNow CSM, FSM, SPM, Asset Management Automation, and key system integrations that help the organisation improve customer service quality and continually identify opportunities to increase cost efficiency.

02 | FSM and Asset Management Integration

Following the platform implementation, NewRocket focused on integrating FSM capabilities with Telent's asset monitoring systems. They configured remote asset tracking, real-time field engineer updates, and proactive maintenance workflows, giving Telent greater operational control and setting the foundation for more predictive, data-driven field service delivery. As part of this work, NewRocket also helped refine Telent's end-to-end Information Technology Infrastructure Library (ITIL) processes, improving service stability and increasing asset availability for customers.

03 | SPM, NOC Setup, and Automation

By deploying SPM and a newly established Network Operations Centre (NOC), NewRocket was able to help Telent plan, track, and automate operations more effectively. The platform provides the flexibility to capture and manage critical asset information, clarifying transaction details, speeding up root cause analysis, and enabling smarter lifecycle management, including obsolescence and asset depreciation tracking.

04 | Custom Portals and Reporting

NewRocket designed and built new customer-facing portals and integrated them with Telent's backend systems. They configured real-time dashboards, automated operational reporting, and created a more user-friendly self-service experience, helping Telent reduce friction in customer interactions while improving visibility into service and asset data.



The Results

Through its partnership with NewRocket, Telent achieved major improvements across operations and service delivery, including:



28% reduction in warehouse space through improved inventory visibility and asset lifecycle management



System upgrades reduced from 100 days to 3, enabling faster adoption of new ServiceNow features and automation opportunities



Greater automation and root cause analysis, leading to improved issue resolution and service performance



Increased asset availability for customers, supporting stronger service outcomes and operational reliability



A significant reduction in unnecessary service trips for field engineers thanks to more predictive, data-driven field service delivery



Ready to Modernise Service Delivery and Increase Profitability Through Automation?

See how NewRocket can help your organisation streamline field operations and drive growth with the ServiceNow platform. Visit newrocket.com to learn more.



The ServiceNow platform allows us to continue to be creative in terms of new services without having to worry about the backend architecture.

– Reg Cook, Director of Asset Management, Telent