NEWROCKET

From Manual Requests to Modern ITSM

How Livestock Information Service Transitioned from Microsoft Dynamics to a Scalable ServiceNow® ITSM Foundation

LIVESTOCK INFORMATION SERVICE

The Customer

- **Company:** Livestock Information Service
- **Industry:** Government & Agriculture
- **Location:** United Kingdom
- **ServiceNow Offering:** IT Service Management (ITSM)

The Livestock Information Service (LIS) provides a unified digital platform for livestock keepers and supply chain members across England. Currently supporting sheep, goats, and deer — with plans to expand to cattle and pigs — LIS enables real-time animal movement reporting and tracking, ensuring traceability, disease control, and national food safety.

The Challenge

LIS needed to replace its Microsoft Dynamics platform with a modern, scalable solution. **The key priority was launching a minimum viable product (MVP) in a few months** to lay the foundation for broader platform expansion.

The company didn't just need a platform for its current needs, but one that would support future growth. Over the next four years, **LIS planned to onboard new service desks, expand into risk and HR functionalities, and support rising transaction volumes**, requiring a system that could grow with operational and regulatory needs.

The Solution

Building a Strong Foundation for Operational Expansion
NewRocket guided LIS through a phased transformation approach, balancing immediate business needs with a scalable vision for the future.

01 | MVP Implementation With Core ITSM
NewRocket delivered a foundational MVP of core ServiceNow ITSM capabilities, including Incident, Problem, Change, Knowledge, Event Management, and Release Management modules. The focus was on operational readiness, rapid deployment, and providing immediate value to support LIS's livestock movement reporting processes.

02 | Strategic Roadmap for Future Phases
Working closely with LIS leadership, NewRocket developed a structured four-year roadmap. The plan laid out future platform phases, including incorporating risk management, additional service desks, and capabilities to manage greater data and transaction volumes.

03 | Agile Approach With Strong Collaboration
NewRocket used an agile, collaborative approach to engage stakeholders continuously throughout the project. Rapid feedback cycles, clear prioritisation, and flexibility in evolving requirements helped ensure early success with the MVP and alignment for long-term platform scalability.

The Results

Through its partnership with NewRocket, LIS successfully built a scalable foundation for its digital transformation and is experiencing outcomes like:

✓ **Successful MVP launch achieved by the target date**, meeting critical operational milestones

✓ **Strong ITSM foundation established**, supporting future livestock tracking expansion and service growth

✓ **Structured a four-year roadmap**, aligning future platform phases with LIS's broader business and regulatory goal

Ready To Set a Scalable Foundation for Future Digital Transformation?

See how NewRocket can help your organisation launch quickly today and scale strategically for tomorrow with the ServiceNow platform.
Visit newrocket.com to learn more.