



## The Customer

Telent specializes in the effective operation of critical national infrastructure and is integral to many of the UK's and Ireland's renowned brands. Their expertise lies in designing, delivering, and supporting ICT and communication networks vital for businesses across sectors such as Transport, Emergency Services, Network Providers, Higher Education, and Public Sector. Telent manages and maintains over 300,000 assets crucial for the country's infrastructure, from traffic lights to CCTV.s.

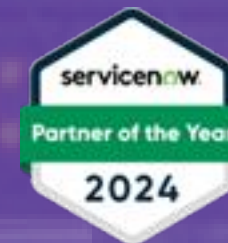


# NEWROCKET

CASE STUDY

## Proactive Asset Management Refines Telent's Customer Service

Elevating infrastructure operations with enhanced flexibility and efficiency.



## The Challenge

Telent faced the challenge of managing a vast estate of critical assets within the UK's transport network, increasingly integrating with smart technologies like 5G-enabled industrial IoT. Their existing solution, TRAMMS, was becoming cumbersome and expensive to upgrade, limiting their ability to meet evolving client expectations and add new functionalities promptly. They particularly struggled with enhancing mobile access and refining the management of specific customer Service Level Agreements (SLAs).



## The Solution

To address these challenges, Telent opted to overhaul its TRAMMS system using ServiceNow Customer Service Management (CSM) and ServiceNow Field Service Management (FSM) solutions. Working alongside NewRocket, Telent successfully migrated the platform in under four months with minimal disruption. This revamped solution provided Telent with enhanced flexibility, power, and scalability, while retaining the familiar user interface.



## Results

ServiceNow CSM and FSM allows Telent to proactively manage 300k assets, leading to improved remote monitoring of customer assets and reduced service trip inefficiencies. Integration with monitoring systems improved asset availability, while structured data enabled continuous improvements and streamlined operational processes. ServiceNow's scalability positions Telent to adapt to the evolving landscape of critical infrastructure, ensuring efficient service delivery to its diverse customer base.