



“We have empowered our employees to interact with IT over a number of channels—including web and mobile—and we are aiming to give them the best possible user experience.”

—Stuart Smith, Operations Governance Manager, Technology, Transurban

Transurban

Highlights

Road operator deploys ServiceNow as a strategic service management platform to support growth and improve performance.

Organisation

Transurban

Business

Urban toll road developer

Headquarters

Melbourne, Victoria, Australia

Geographies

Australia, United States

Modern ITSM

- ServiceNow Service Portal
- ServiceNow Service Catalogue Management
- ServiceNow Change Management
- ServiceNow Problem Management
- ServiceNow Incident Management
- ServiceNow Knowledge Management
- ServiceNow Configuration Management Database with ServiceNow Asset Management

Implementation timeline

- Completed final iteration of business case – March 2016
- Began technical implementation – October 2016
- Completed implementation – March 2017

Transurban Adopts ServiceNow Technology to Support Fast Paced Growth

Transurban is a top 20 company on the Australian Securities Exchange (ASX) that manages and develops urban toll road networks in Australia and the United States. The company prides itself as a being a partner of choice for government clients and an organisation committed to meeting the needs of its customers.

Since commencing operations in 1996, Transurban has been providing effective transportation solutions to support the growth and well-being of our cities. It achieves this through the ongoing management of existing road networks, actively participating in the transport policy debate, and by applying its unique skills to the infrastructure challenges in its core markets.

“At Transurban, we’re always exploring how technology will change transportation and mobility as we know it,” said Stuart Smith, Operations Governance Manager, Technology.

When Transurban’s incumbent service management tool reached the end of its life, the company moved to review other systems in the market capable of supporting the organisation’s fast paced growth and aligned to its strategic priorities.

The review focused on service management software that could be delivered “as a service” in line with the architectural principles driving technology decisions at Transurban. In addition to IT service management, the company required a tool that could support future opportunities in areas such as finance and human resources.

ServiceNow met all Transurban’s requirements

After researching data from analyst organisations and peer companies, Transurban included the ServiceNow platform on its shortlist. Over a four-month due diligence process into the various technology options, the team undertook a detailed business case analysing the strengths and weaknesses of each product. The highest consideration was how well each solution aligned with Transurban’s corporate strategy to deliver value for the business.

“We found ServiceNow ticked all the boxes and we were pleased to adopt the technology as our strategic service management tool effective from early 2017,” Mr. Smith said.

Transurban has worked closely with ServiceNow to deploy the cloud-based software, including the core ServiceNow IT Service Management modules and applications; ServiceNow Problem Management; ServiceNow Incident Management; ServiceNow Service Portal; ServiceNow Service Catalogue Management; and ServiceNow Configuration Management Database with ServiceNow Asset Management.

“We are experiencing improved technology provisioning and our employees have a simpler way of requesting equipment such as desktops, laptops, and mobile phones, all accessible via the portal, with built-in approval work flow.”

—Stuart Smith, Operations
Governance Manager, Technology,
Transurban

Effective engagement of end users

Recognising the effective engagement of end users would be vital to the success of the project, Transurban held over 30 education sessions to familiarise employees with the new system and every user participated in online training and watched a video on how to use the portal and mobile application.

“We have empowered our employees to interact with IT over a number of channels—including web and mobile—and we are aiming to give them the best possible user experience,” says Smith.

“We are experiencing improved technology provisioning and our employees have a simpler way of requesting equipment such as desktops, laptops, and mobile phones, all accessible via the portal, with built-in approval work flow.”

Automation extended to finance

Transurban has extended automation through ServiceNow to the request process for its finance function. This has included automation of eight processes previously undertaken via email or paper, with positive employee feedback to date.

Knowledge base and self-service portal eases service desk load

The adoption of ServiceNow to deploy a knowledge base and self-service portal has relieved the workload of the company’s IT service desk by allowing Transurban’s users to resolve day-to-day issues themselves and assign requests and incidents directly to the resolver team.

Change risk minimised

By providing a holistic view of all internally managed hardware, and how it maps to applications in Transurban’s technology environment, the ServiceNow CMDB has enabled the business to mitigate the risks associated with changes and streamline the change process.

Extending the CMDB to AWS

Technology is undertaking a proof of concept for a proposed integration between ServiceNow and the Amazon Web Services (AWS) cloud environment that runs core services such as the website used by the public to make payments, update account details, and query trip information.

A service automation future

Transurban is developing a roadmap to further deploy ServiceNow for business service automation, to provide transparency into costs and outages, and to build a closer partnership between IT and the business.