



North American insurance
company

Optimizing ServiceNow for cost savings



A North American insurance company needed a comprehensive assessment to optimize their ServiceNow subscriptions and hoped they could make substantial savings. They sought improvements in visibility and cost management, avoiding unnecessary licences.

Challenge

The customer struggled to manage ServiceNow subscriptions, lacking visibility into usage versus costs. This led to inefficiencies and excessive spending, needing optimization.

Solution

Fujitsu addressed the issues with a structured approach, starting with discovery. Fujitsu reviewed subscriptions, identified gaps, optimized usage, and set up governance for future license management.

Outcomes

- Proposed to reclaim 229 ITSM, 600 ITOM, and 15 SPM licenses, saving costs.
- Expected reduction of licensing costs through optimization.
- Improved operational efficiency and resource management.

"Our recommendations provided the customer with the insights to make better decisions on their platform investment with respect to licenses. It allowed the customer to quantify unused licenses and possibly shift that cost to other areas of business value. In this case, it did lead to significant cost savings which ultimately offset the cost of the assessment. It was a great return on their investment."

Tricia Gilbert, Head of Fujitsu ServiceNow Practice

Industry:
Finance

Location:
North America

About the customer

This North American company is part of one of the largest insurance groups in the world. Their strategy focuses on delivering innovative, customer-centric solutions.



600

Unused ITOM licenses
can be reclaimed



229

Unused ITSM licenses
can be reclaimed

Navigating the subscription maze

The North American insurance company faced a significant challenge in managing their ServiceNow subscriptions effectively. With numerous licenses across various applications, they lacked visibility into their actual usage versus their subscription costs. This led to inefficiencies and potential overspending. They needed a comprehensive assessment to identify unused licenses and optimize their subscription model.

Streamlined subscription management

Fujitsu stepped in with a structured approach to address the customer's challenges. The project kicked off with a detailed discovery phase, where existing processes and technical documentation were reviewed. Fujitsu provided the customer with a comprehensive set of reports and analysis on their ServiceNow usage, highlighting areas for optimization. The solution involved several key steps. First, Fujitsu reviewed current subscriptions and usage at platform, application, and persona levels. Next, they identified gaps and validated them with stakeholders. They then provided recommendations for reclaiming unused licenses and optimizing license allocations. Finally, they set up governance to manage license utilization in the future.

Significant cost savings and improved efficiency

The outcomes of the project were substantial. The customer was able to identify several hundred unused ITSM, ITOM and SPM licenses, leading to significant cost avoidance by being able to repurpose those licenses. Fujitsu's recommendations directly helped the customer avoid purchasing new licenses through this exercise. This project not only optimized the customer's subscription model but also strengthened their partnership with Fujitsu, opening doors for future collaborations.

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