

# CASE NORMET



Implementing ServineNow ITSM suite  
to enable improved business support  
for Normet Group Oy, the underground  
expert in mining.

## BACKGROUND

Normet Group employs over 1600 industry professionals who are passionate about developing "big" solutions for Normet and the mining industry. Globally operating, Normet has more than 50 locations in 33 countries around the world. Normet was founded 2005 in Iisalmi, Finland.

Read more about  
Normet Group from here  
<https://www.normet.com/>

Normet's approach is grounded  
in the following technical solution  
areas: Durable equipment for  
underground construction,  
efficient construction chemicals,  
rock reinforcement technologies

"Defining the future underground: Normet is a rapidly growing and innovative technology company. Our passion is to provide our partners with solutions that enhance the safety, productivity, and profitability of their processes."

## NORMET GROUP 2020

### Business challenge

Service Integration and Management (SIAM) was not possible with the old system and IT tools had to support IT processes and SIAM. Reporting and measurement capabilities had to be upgraded. Normet had a need to modernize, automate their systems and make them easy to use to ensure better employee satisfaction

### Solution

Objective of the implementation is to provide standard ServiceNow ITSM suite for Normet Group to enable improved business support with short lead time. In addition to ServiceNow's basic ITSM suite, we provide Normet Group Oy capability to manage Master Data maintenance process with business on ServiceNow.

### BENEFITS OF IAM APPLICATION:

- Easy way to contact support and work on tickets with different vendors and stakeholders
- Categorising business applications and routing tickets using CMDB
- Enhanced security rules: Anomalies can be routed to the right resolver group because of CMDB modernization
- Faster processes: Getting rid of excels and long, complex processes with automation
- User friendly forms and possibility to follow tickets' flow in ServiceNow and by getting notifications
- Reduced risk of human error