CASE STUDY

Birmingham City Council

EV



A BUSINESS CRITICAL SITUATION:

BIRMINGHAM CITY COUNCIL

A ServiceNow replacement project delivered on time and on budget

Birmingham City Council (like many local authorities) faced budget challenges. Tasked with delivering more services with fewer resources, the service desk was identified as a significant cost-centre. The council embarked on a project to source a more cost-effective alternative to the existing ITSM platform.

Birmingham City Council (BCC) decided to make significant savings by switching from ServiceNow ITSM to EasyVista Service Manager. Once contracts were signed, they had only 120 days before ServiceNow was decommissioned.

This case study discusses how we assisted BCC in delivering the migration on time and on budget.

120 DAYS
Migration completed in 120 days.

600 DEPARTMENTS
Across the council now supported.

1,300 TEST SCRIPTS
No major issues identified across testing.

66%

COST EFFICIENCY
Achieved over three years vs. previous solution.

About Birmingham City Council

Birmingham City Council is the local government responsible for the City of Birmingham in England.

Founded in 1838, Birmingham City has been a metropolitan district since 1974.

With the largest population of any local council area in the United Kingdom (excluding counties), Birmingham City Council has 101 elected councillors representing over one million people in 69 wards.

It is part of the West Midlands Combined Authority.



How We Delivered

Tekwurx delivered a rapid, low-risk transformation by successfully migrating Birmingham City Council from ServiceNow to EasyVista Service Manager within a strict 120-day window, supporting over 600 departments and more than 100 resolver groups.

Crucially, Tekwurx avoided over-customisation, focusing instead on simplifying the platform, strengthening governance, and maintaining long-term sustainability.

This approach enabled immediate operational continuity while improving visibility, control, and confidence across IT services, resulting in faster service transition, increased resilience, and a 66% cost efficiency over three years.

TekWurx
Know the Unknown

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Selecting TekWurx

BCC developed a revised digital strategy that identified that the council required a modern, industry-standard solution to provide a fresh start and safely migrate away from the existing, heavily customised, IT Service Management (ITSM) tool.

The strategic aims were to:

1. Create online services that are easy to use.
2. Give our council teams the right digital tools to do their jobs.
3. Build the best technology and infrastructure to support council services.



The council required a cloud-hosted ITSM platform with hardware and software asset management and workflow capabilities that could scale to meet their future needs.

The new ITSM tool was required to be feature-rich, modern, ready-to-use, and a configurable solution provided by an experienced professional services partner, that would work collaboratively with the BCC project team.

The migration to the new solution required completion before the current contract expired.

After a formal RFP process, and an extensive evaluation, BCC selected EasyVista Service Manager (EVSM) and engaged TekWurx as their delivery partner.

With only **120 days** to migrate an ITSM tool to a solution that would continue to support **12,000 users** without negatively affecting the council's business.

TekWurx shared their many years of customisation and development experience to bring the users and analysts on the journey, keeping them engaged and positive throughout the process.

> *"I have never felt so comfortable about going live with a new technology platform in my career."*

David Moorcroft

Head of Platforms, Digital & Technology Services @ Birmingham City Council

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The Solution

Our approach

TekWurx used a collaborative approach to implement EVSM and to migrate the existing ServiceNow workflows and processes to the new tool.

The need to decommission the incumbent system meant we had to deliver the solution within just four months.

In scoping the project with the team at BCC, we decided to split the implementation into two phases:

1. **Phase one:** Deliver a Minimum Viable Product (MVP) to allow the council to retire the existing system, and not incur additional subscription costs
2. **Phase two:** Complete the remaining processes.





1 Phase one: Minimum Viable Product

Working with the council's project team, we selected the processes they considered essential to deliver the core ITSM service to support end users.

To deliver the MVP we implemented:

- Incident Management
- Request Fulfilment
- Asset Management

BCC managed the remaining processes until they were added in the second phase.

During phase one, we:

- Migrated over **1,000** ServiceNow ticket templates
- Imported an asset data snapshot containing **80,000** assets
- Developed **60** Business Rules
- Developed **16** Workflows
- Integrated with InTune, Active Directory, SNOW and O365
- Built two self-service portals.
- Configured the Starters, Movers, and Leavers processes.
- Supported over **100** resolver groups.

BCC performed extensive testing across over **1,300** test scripts, revealing no significant issues.

2 Phase two: Complete the remaining processes

The majority of the work was delivered in the first phase, and we had a solid platform to build out the remaining ITSM processes. In the second phase, we implemented:

- Change Management
- Release Management
- Problem Management
- Knowledge Management
- Hardware and Software Asset Management
- Two online asset portals

Our consultants' practical experience in running IT service desks gave the BCC team the confidence to accept our advice on meeting their requirements. They were open to our suggestions about best practices, which helped us to deliver phase two quickly.

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Overcoming Challenges

All large IT projects encounter challenges, and this was no exception:

Compressed implementation timescales.
Working with BCC, we developed a two-phase approach that delivered the core functionality, allowing them to retire the incumbent system whilst maintaining a viable service to users.

Loyalty to the way the incumbent system worked.
We explained the benefit of an alternate approach: more straightforward and cost-effective.

Many complex requirements are not available out of the box.
We developed solutions that kept as close to the OOTB configuration as possible to avoid over-customisation.

All portal-related defects were set to "high" priority.
This made it difficult to identify real issues among minor things like spelling mistakes. We worked with the Testing Team to redefine the priorities based on the user journey.

Resource availability during the project.
Key members of the BCC project team were not available throughout the project. This put additional pressure on the remaining personnel. Our consultants empathised with the team and mentored those with less experience, reassuring them that the project would succeed.

Pushback against change.
Our ITSM team has decades of experience in ITSM implementation and service desk management. They have a deep practical understanding of the subject that they use to advise customers on best practices.

COST EFFICIENCY

66%

The implementation of Easy Vista ITSM will deliver a **66%** cost efficiency for Birmingham City Council in three years.

The Results

TekWurx's collaborative approach allowed us to meet the customer's goals. The strong relationships developed with key stakeholders ensured that the implementation was a success.

At the end of the project EV Service Manager was deployed across the council and used by approximately **600 departments.**

- Create online services that are easy to use.
- Give our council teams the right digital tools to do their jobs.
- Build the best technology and infrastructure to support council services.

> *"Already, those who have seen the product are complimentary about it. I could not recommend TekWurx highly enough as an implementation partner; no task was too small or too big for them, and my team has very high standards."*

David Moorcroft,
Head of Platforms, Digital & Technology Services

The Future

TakWurx continues to implement automated asset discovery and have engaged with other areas of Birmingham City Council to support their drive for operational excellence, cost-efficiency and compliance.