

# From Legacy Systems to Intelligent Field Operations

How Telent Modernised Operations, Reduced Waste, and Increased Profitability With NewRocket



## The Customer

- **Company:** Telent
- **Industry:** Infrastructure & Public Services
- **Location:** United Kingdom
- **ServiceNow Offerings:** Customer Service Management (CSM), Field Service Management (FSM), Strategic Portfolio Management (SPM), Asset Management Automation, Integrations

Telent is a UK-based specialist in designing, building, and managing critical national infrastructure. The company supports major public service providers across transport, communications, and utilities, maintaining over 300,000 assets nationwide—ranging from traffic lights to security systems. Telent plays a vital role in keeping the country moving.



## The Challenge

For over two decades, Telent managed its customer journey, asset lifecycle, and service operations with **highly customised on-premise systems**. Over time, these **legacy tools became costly, rigid, and created data silos across departments**, limiting scalability and visibility.

Tracking assets, field engineering activities, warehouse operations, and project management remained largely disconnected. **Operations and finance reporting were manual and time-consuming**. On top of that, Telent's **customer-facing portals were not user-friendly** or easily accessible.



## The Solution

**A Connected Platform for Smarter Field and Asset Operations**  
NewRocket partnered with Telent to completely redesign its service management processes, replacing outdated systems with an integrated, scalable ServiceNow platform.

### 01 | End-to-End Service Design and Delivery

NewRocket helped architect a seamless customer journey for Telent, starting with deep discovery work. They implemented ServiceNow CSM, FSM, SPM, Asset Management Automation, and key system integrations.

### 02 | FSM and Asset Management Integration

NewRocket integrated FSM capabilities with Telent's asset monitoring systems. They configured remote asset tracking, real-time field engineer updates, and proactive maintenance workflows, setting the foundation for more predictive, data-driven field service delivery. This work also helped refine Telent's end-to-end Information Technology Infrastructure Library (ITIL) processes.

### 03 | SPM, NOC Setup, and Automation

By deploying SPM and a newly established Network Operations Centre (NOC), NewRocket was able to help Telent plan, track, and automate operations more effectively.

### 04 | Custom Portals and Reporting

NewRocket designed and built new customer-facing portals and integrated them with Telent's backend systems. They configured real-time dashboards, automated operational reporting, and created a more user-friendly self-service experience.



## The Results

Through its partnership with NewRocket, Telent achieved major improvements across operations and service delivery, including:



28% reduction in warehouse space through improved inventory visibility and asset lifecycle management.



System upgrades reduced from 100 days to 3, enabling faster adoption of new ServiceNow features and automation opportunities.



Greater automation and root cause analysis, leading to improved issue resolution and service performance.



Increased asset availability for customers, supporting stronger service outcomes and operational reliability.



A significant reduction in unnecessary service trips for field engineers thanks to more predictive, data-driven field service delivery.



## Ready to Modernise Service Delivery and Increase Profitability Through Automation?

See how NewRocket can help your organisation streamline field operations and drive growth with the ServiceNow platform. Visit [newrocket.com](https://newrocket.com) to learn more.



The ServiceNow platform allows us to continue to be creative in terms of new services without having to worry about the backend architecture.

– Reg Cook, Director of Asset Management, Telent