



IT Service and
Operations
Management

Success Stories

Tools Consolidation, Customization and Maintenance

For a Large US Based IT Service Provider

Digital Secured Infrastructure Delivered



Consolidation and
Standardization of Monitoring
Tools



Minimized Manual Processes and
Single Dashboard for
Consolidated View



Scale to Handle 634 Customers,
334K Network Devices and 60+
Data Centers & 200K+
Incidents/Month



Reduced Tools Operations Cost
by up to 30%

Strategy & Objectives

- Consolidate and Rationalize Multiple Toolsets in the Managed Services Environment
- Build and Migrate to a Managed Services Delivery Platform
- Optimize Costs Related to Tools Infrastructure Support

Solution

- Tools Assessment & Rationalization
- Design, Deployment & Migration Support for New Managed Services Platform Supporting
- L3 Support for Tools Infrastructure, Release Management, Tools Customization & Enhancements
- Customer Onboarding and Ongoing Management

Enablers

- An Integrated Team Comprising of Application Development and Infrastructure Tooling SMEs
- Multi-skilled Resources With Expertise in Both ITSM and ITOM Covering ServiceNow, EMC SMARTS, M&R, NCM, Amdocs, EIQ, Prognosis, Microsoft SCCM & SCOM etc.

CMDB Implementation

For a Leading
Financial Services
Company in the US

Digital Secured Infrastructure Delivered



Streamlined Processes for Asset
Life-cycle Management



Improved Business Decision
Making Based on the CMDB
Information



CMDB Information is More
Meaningful as the Accurate Data is
Now Available in ServiceNow. This
also Helped CI Impact Assessment



Higher Value Realization from
Investments Made into ServiceNow

Strategy and Objectives

- Create a Single Source of Truth for Asset Management
- Improve CI Ownership & Relationship Information in Asset Management Workflows
- Transforming CMDB from a Big Database into Information System
- Maintaining CMDB as a Good Source of Accurate Information
- Leverage Multiple Discovery Tools to Glean information from the Same Component

Solution

- ServiceNow as Single Source of Truth
- Stakeholder Matrix Prepared to Identify the CI Ownership
- Clean up & Deduplication of Data in Existing CMDB
- CI Relationship Mapping Validated
- Gap analysis of Discoverable attributes
- Provided an Approach to Maintain CMDB

Enablers

- Clear Visibility into Customer's Asset Management Workflows
- Automated Data Discovery and Structuring of the Data Through Validation
- End to End Ownership

Enhanced End User Services

For a Global Professional Services Company Specializing in Tax, Accounting, HR & Payroll Processes

Digital Secured Infrastructure Delivered



Maximizing ROI in End User Services



Intuitive and Easy to Use UI Helped End User Support Staff to Improve Productivity by More Than 50%



Improved Efficiency Through BMC ADDM by Giving the Customer a Complete Visibility Needed Across Various ITSM Functions



Higher Value Realization from Investments Made into BMC ITSM and ITOM Tools

Strategy and Objectives

- Improve IT Process Maturity & Align Tools to Improve End User Services
- Improve Service Portal for End Users
- Improve Responsiveness of Service Desk
- Improve IT Asset Discovery, Life Cycle Management of Assets and IT Services

Solution

- Identified BMC Remedy ITSM with SmartIT / MyIT as the Tools
- Implemented ITSM Solution Aligned to Business Goals
- Implemented SmartIT / MyIT Modern UI and Mobile Apps for Easy Adoption by End Users & End User Support Teams
- Implemented Discovery (ADDM) & CMDB Integration

Enablers

- Technical Depth Across BMC's Tool Stack
- End to End Capabilities Covering Consulting, Business Requirement Analysis, PoC, Deployment and Integration Strategies