

## Case Study



### Implementation of ITIL Service Desk Improves Operational Efficiency and Customer Service for Australian Telco

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A leading Australian telecommunications service provider wanted to implement a consolidated contact center with an ITIL-compliant service desk as one of its tools for enterprise and government customers. In addition, the telco wanted to phase out multiple service desk tools and associated processes to enhance operational efficiency. Infosys implemented a BMC Remedy ITSM-based service management solution that streamlined the telco's processes and improved customer service.

A leading Australian telecommunications and information services company wanted a service desk solution to meet the contractual needs of new customers and a robust enterprise-class platform to address future requirements.

## Business Goals

The company sought a solution to address immediate and long-term technical and business needs:

- Provide a common service desk platform to achieve economies of scale across solutions for enterprise and government customers
- Reduce operating costs by consolidating existing service desk solutions and integrating the platform with a standardized solution set
- Minimize Capital Expenditure (CAPEX) for enterprise and government customers seeking service desk services
- Optimize the cost of delivery by establishing a forward-looking, consolidated service desk program that aligns and governs service desk projects with contractual, architectural and working procedures
- Replace piecemeal vendor engagements with a program management approach to vendor engagement for book price reductions and cumulative engagement volumes
- Reduce implementation cost and accelerate time-to-market with limited enhancements to Out-of-the-Box (OOTB) tool functionality and reuse of components
- Deliver certain service management aspects of Information Technology Infrastructure Library (ITIL) processes such as event management and service level management by interfacing with existing systems
- Ensure scalability to support future implementations due to the increase in the number of users
- Other requirements included consistency of the solution, traceability of requirements, easy maintenance, and interfacing of the solution with Commercial Off-the-Shelf (COTS) products and third-party applications

## Infosys' Solution

The telco sought a service desk solution to meet the immediate contractual needs of new customers and a robust enterprise-class platform to meet emerging needs. The company wanted the highly available service desk tool to function within the ITIL framework and associated definitions, and operate in a disaster recovery environment.

Infosys developed a service desk solution based on BMC's Remedy ITSM suite of products with customizations. Remedy was selected due to its multi-tenancy feature that allows each customer's configuration and transaction data to be completely and securely segregated, support for ITIL processes, and BMC's leadership in providing IT service management solutions that meet specific client requirements.

Infosys partnered with the telco for application development and maintenance of IT systems. Besides being a preferred, Tier-1 vendor for discretionary IT projects and services, Infosys played a key role in the telco's business transformation journey by enabling a single IT service management tool across the organization.

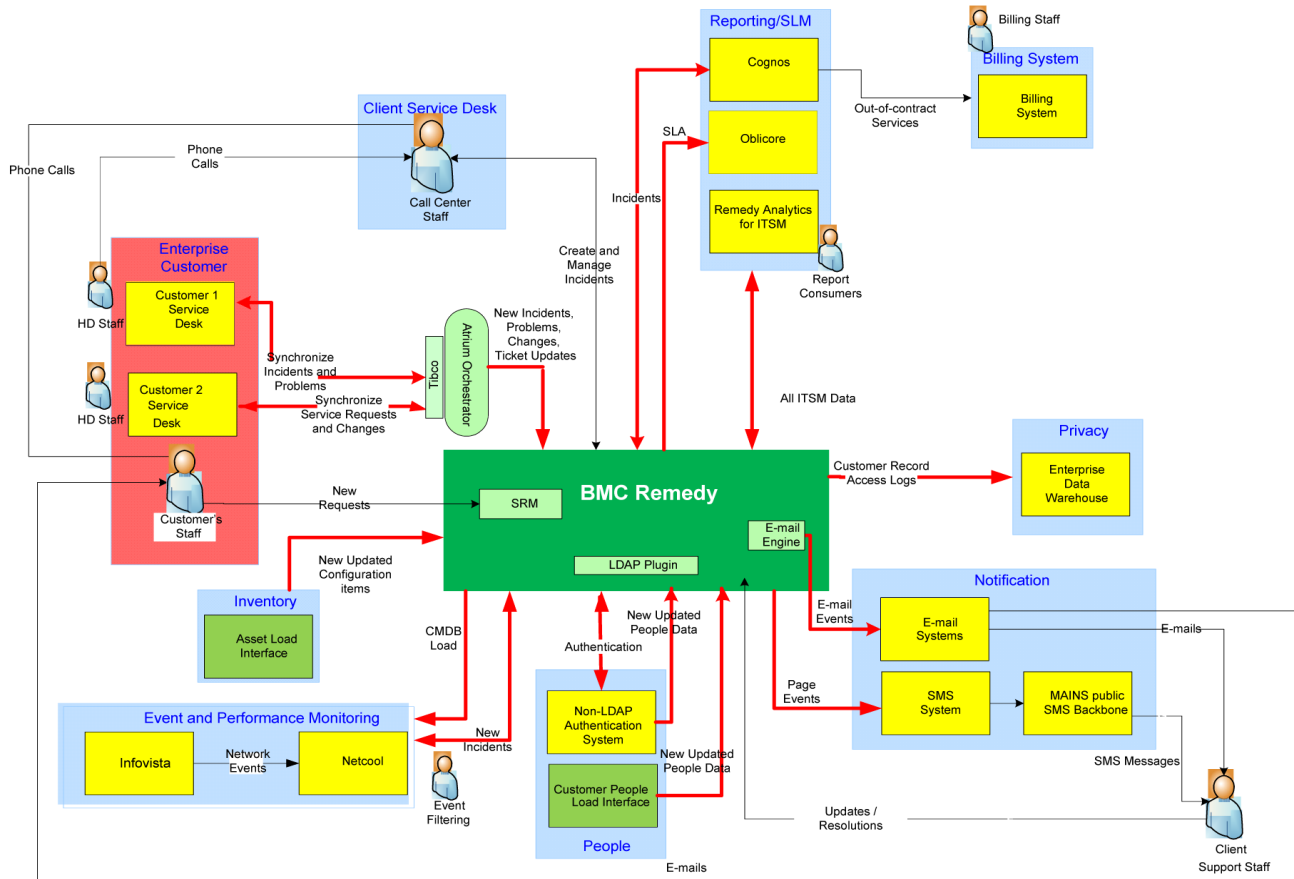
Infosys provides 24/7 maintenance and support, and implements new features based on Change Requests (CRs). Infosys undertook several activities to ensure prompt roll out of the IT service management solution:

- Conducted workshops with business users for requirements elicitation and analysis. The requirements were documented and reviewed by all stakeholders
- Translated business requirements into functional requirements. We collaborated with business users to identify the requirements to be included in Remedy
- Minimized customization of the OOTB Remedy functionality, ensuring high scalability and reliability
- Involved ITIL certified consultants, domain consultants, IT architects, and Remedy developers in the design and implementation phases

## Solution Snapshot

Our solution addressed the telco's requirement for a multi-tenanted ITIL-based service desk application with standard interfaces and minimal customization. To ensure continuity of service, we deployed a highly available architecture with Remedy in the server group environment. Oracle Real Application Clusters (RAC) and load balancers were installed to spread web/ application traffic across web/ application servers.

Figure 1: Architecture diagram



## Highlights

### Environment

OS – Solaris, Database – Oracle

ARS 7.5 Patch 002, Mid-tier – 7.5 Patch 002, ITSM 7.5.01, SLM 7.5

- Supports ITIL V3 processes
- BMC Remedy IT Service Management (ITSM) functions as a strategic ITSM tool set for the telco's enterprise and government customers. Infosys implemented Remedy ITSM modules for –
  - Incident management
  - Change management
  - Asset management
  - Configuration management
  - Service level management
  - Service request management
  - Problem management
  - Knowledge management

The key features of Infosys' solution include:

- Minimum customization to the out-of-the-box product
- Stored and maintained customer asset data in the Configuration Management Database (CMDB)
- Configured major customers in a multi-tenanted environment:
  - Configuration of customer-specific foundation data such as company, location, operational categories, product catalogs, assignment rules, etc.
  - Loaded customer asset data to CMDB
  - Set up Service Level Agreements (SLAs) and milestones for each customer
  - Defined service request for the SRM module

Remedy OOTB integration methods and Enterprise Application Integration (EAI) tools such as TIBCO enhance the solution with –

- **Integrated fault management system:** Provides bi-directional interface between Remedy and Netcool Object Server (Omnibus) through a gateway. Netcool receives alarms/ events from the network infrastructure and automatically raises trouble tickets in Remedy. Operators can manually raise tickets using Netcool.
- **Privacy Logging and Repository (PLR):** A privacy logging system ensures that customer information viewed by employees in the customer organization is logged in the PLR data warehouse
- **E-mail integration:** Enables submission of tickets through e-mails. The BMC Remedy E-mail Engine parses messages received in the centralized mailbox and raises tickets.
- **Cognos:** Integrates with Cognos to access data, use asset data for billing/ invoicing and track Service Level Agreements (SLAs)
- **SLM system:** Provides an end-to-end Service Level Management (SLM) solution with a 3-tier, highly available Oblicore product implementation
- **Lightweight Directory Access Protocol (LDAP) authentication:** Enables authentication based on Windows domain user id and password for all users
- **Customer people load:** Ensures that changes to user profiles are managed accurately and records are up-to-date
- **Third-party service desk integration:** Allows enterprise customers to integrate their service desk tools such as CA Service Desk Manager V12 and HP service center with the telco's Remedy-based service desk to exchange ticket information
- **SMS notification:** Integrates BMC Remedy Notification Engine with TelAlert, a third-party application, to enable automatic text messaging of alerts notifying users of tickets and requests

## Benefits

Infosys' solution realized several benefits:

- Provided customer-friendly and cost-effective IT services by leveraging ITIL
- Ensured enhanced and consistent customer service with the highly available operating service desk tool and disaster recovery environment
- Reduced the cost of IT management while addressing the rapid growth in customers with a highly scalable architecture
- Managed the changing business requirements by enhancing adaptability of the application
- Optimized the use of tools and improved operational efficiency by replacing multiple systems and associated processes with the BMC ITSM suite of applications and standard processes
- Provided the ability to track the assignment, progress and completion of service desk tickets
- Streamlined processes enabled business users to undertake change and release management for customers
- Enabled reporting on service level agreements, operating level agreements and underpinning agreements at product, customer and business unit levels
- Provided access to common solutions, known errors and workarounds for incident resolution with an integrated knowledge base
- Eliminated additional investments and integrations with the BMC Atrium CMDB physical asset repository



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#### About Infosys

Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

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