

## Global IT Services Company Improves Efficiency, Control and Service Quality by Localizing ITSM Practices

### Client Industry

IT Consulting and Services

### Background

The Serviceberry client is the India unit of a leading European IT services company. The company is a global leader in consulting, technology, outsourcing and professional services. Present in more than 30 countries, the company had 2008 revenues of close to 9 Billion Euros and employs around 85,000 people across North America, Europe and Asia Pacific.

From an efficiency point-of-view, and to significantly transform its IT Service Management environment, the client decided to manage its India IT infrastructure locally and set up a centralized Service Desk in India. To do so, the client initiated a multiple-phase project to migrate the monitoring and management of its India IT Infrastructure from its headquarters in France to Hyderabad, India.

### Business Challenges

The end client faced the following issues that needed to be resolved as part of the project:

- A need to proactively identify and resolve infrastructure availability and performance issues, thus obviating end user issues.
- Absence of a centralized event management system and therefore an integrated view of IT incidents, or the means to track and manage them.
- A facility to measure user experience with business critical services
- Capability to report trends and statistics
- Absence of a well-integrated service management plan with a view to improve systems availability
- A need to centralize the IT Help Desk, thereby providing a single interface for end users to log complaints.
- A need to reduce turn-around-time (TAT) and enhance customer responsive and quality of service.

### The Serviceberry Value

Serviceberry was identified as the appropriate partner for this project because of its demonstrated superior experience and expert knowledge of Enterprise IT Management and IT Service

Management solutions. The client chose to deploy the HP suite of Enterprise IT Management solutions to manage the IT environment and BMC Remedy for Service Management. The client selected Serviceberry to implement the HP Enterprise Management suite and integrate it with BMC's Remedy. While these applications were hosted in Hyderabad, the implementation was carried out remotely from Mumbai

### Methodology

Serviceberry first analyzed the client's IT processes and mapped them to specific product and module implementation definitions. This resulted in systematizing and optimizing the implementation process that followed.

Among the modules implemented were:

- HP NNM 8i: To proactively manage Network availability and performance
- HP Operations Manager and Sitescope: Which addressed system and application fault and performance management
- HP BAC: To cater application end user experience requirements
- HP Reporter: For visibility of the IT service health and decision support

Serviceberry then successfully integrated the HP Infrastructure Management application with the BMC Remedy Service Management solution. All products were seamlessly integrated to provide centralized event management system & consolidated view of entire IT infrastructure. We were able to successfully demonstrate the impact of a consolidated view of IT events through improved business support and service delivery.

### Outcomes for the Client

The IT Service Management environment has been transformed to become more customer-centric. The client decision to deploy BMC Remedy as its centralized Service Desk provided a single interface to end users across geographies whilst providing greater visibility of all IT incidents to the IT team. The integrated system also provided an insight into the activity levels and productivity of the IT team.

Serviceberry can help you realize significant value on your ITSM strategies and investments through truly customer-centric, result oriented services. To know more about how you can leverage our expertise to achieve better organizational value, please be in touch with us by email to [info@service-berry.com](mailto:info@service-berry.com) or give us a call.

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