

# Alfa Strakhovanie migrates from HP OV Service Desk to OMNITRACKER

## OMNITRACKER replaces HP OV Service Desk



### Alfa Strakhovanie

**Industry:**

Insurance

**Branches:**

380 regional branches

**Turnover:**

20,3 bn rubles (2008)



*Michael Dobner, Managing Director of OMNINET Russia o.o.o.: "The Alfa Strakhovanie project was very important and representative of our product philosophy. This is the first Russian migration project of an entire database from HP OV Service Desk to OMNITRACKER. I am pleased, that all activities were completed according to schedule, despite the high technical demands. The success of this project again prove the high technical standards and capabilities of OMNITRACKER and of the professional partners of OMNINET involved."*

### Project background

Alfa Strakhovanie ([www.alfastrah.ru](http://www.alfastrah.ru)) is one of Russia's biggest insurance companies. Due to its fast growth, new and stricter management was necessary in the area of information technology. In order to meet the new requirements in the provision of IT Services and to guarantee effective interaction between company and IT departments, the units and processes of the Department of Information Technology (DIT) had to be reorganized. It was decided to introduce comprehensive Service Level Management (SLM) with Service Level Agreements (SLA). An important part of the reorganization was the replacement of HP OV Service Desk, which no longer met the new functional requirements of the support processes.

### Selection of a solution

Russia's leading system integrators competed for the contract. The software platforms contending to replace HP OV SD included all popular tools for IT Service Management on the Russian market, namely HP Service Manager by Hewlett Packard, BMC Remedy IT Service Management Suite by BMC Software, and OMNITRACKER IT Service Management Center by OMNINET.

Alfa Strakhovanie set the competing software contractors the following requirements:

- Professionalism and competence in implementing ITSM projects
- Very good support and guarantee services
- Simple and clear project methodology
- Free and complete data migration from the old to the new system
- Minimal expense of time for the implementation
- Simple system architecture
- Effective and flexible configurability of the user interface
- Comprehensive options for further development of the processes
- Cost efficiency in terms of 'total cost of ownership'

The evaluation resulted in OMNINET's software product OMNITRACKER ITSM Center being chosen. Not only did OMNI-

TRACKER meet all immediate requirements perfectly, it also offers unlimited options for expansion and enhancement of the software system by customers themselves.

### Performing the migration

The migration from HP OV SD to OMNITRACKER was carried out in several stages. To start with, all existing data and relations were transferred automatically to the new platform by means of OMNITRACKER's powerful import mechanism. Due to differences in interfaces, system architectures and data structures between the two tools, interfaces to external systems and also reports had to be verified manually. The replacement tool, OMNITRACKER, now offers flexible and quickly configurable options for the connection of external systems and for the creation of reports. As the last step in the migration effort, the whole business logic was transferred. Here OMNITRACKER provides actions and processing rules similar to those of HP OV SD. The change to OMNITRACKER resulted in further advantages, such as the integrated documentation and visualization of processes (workflows) and the easy assignment of responsibilities to workflow states. In addition, OMNITRACKER supports the automatic execution of actions, allows definition of object hierarchies (Master-Slave functionalities) and ensures high-performance processing of incoming and outgoing e-mails through freely definable processing rules.

### Project results

The work of migrating HP OV SD to OMNITRACKER was completed within only 40 days, which included 5 days for preparation (analysis and test of the existing system), 15 days for configuration of data structures, interfaces and business logic, 5 days for conversion of all historic data, 3 days for testing of the new system, 2 days for transfer of OMNITRACKER into the productive environment, and 10 days for end user training.



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