Successful Replacement of HP OV ServiceDesk
BTC focuses on professional IT Service Management with OMNITRACKER ITSM Center

BTC IT Services GmbH

Industry:
IT Services

Services:
- 1st and 2nd level IT Support
- Business Process Outsourcing
- IT Operations Outsourcing

Employees:
200

Turnover:
The BTC Group achieved a turnover of 176,1 million Euros in 2010

Conclusion

"At last, at OMNINET we have found people who speak our language and understand what we do and want here. And the best thing is, we can even easily model what we want in OMNITRACKER!"

Alexander Voß,
Team Leader Windows Support and Process Owner Knowledge Management
BTC-IT-Services GmbH

The Company

The BTC IT Services GmbH, headquartered in Oldenburg, is a subsidiary of the BTC AG. It belongs to the EWE Group, the fifth-largest energy supplier in Germany.

BTC organizes its processes for Service Support, for Service Request Management and for all other IT business processes strictly according to ITIL. The company emphasizes efficient management that covers the entire life-cycle. These high standards BTC applies to the IT services it provides to both internal customers (within the EWE Group) and external customers. BTC's IT services to external customers include outsourcing of client services and of full services.

The Challenge

To control and manage service provision, BTC had been using HP OpenView ServiceDesk as one of the key software tools for the ITIL processes.

However, after a few years it had become clear that the HP tool would not meet BTC's growing requirements. Modeling necessary process changes in software by customizing the HP tool looked to be quite difficult. When Hewlett Packard announced the discontinuation of HP OpenView ServiceDesk, BTC calculated the costs of licensing and migrating to the follow-on HP product. These costs were found to be very high.

In 2009 BTC decided to evaluate other professional IT service management software on the market. In a multi-stage selection process OMNITRACKER won. It succeeded in a detailed Proof of Concept trial in direct comparison with HP Service Manager.

One of BTC's reasons for choosing the OMNITRACKER product was its competitive TCO („total cost of ownership"). Further reasons were fundamental technical features such as the guaranteed full release compatibility. BTC also valued the open and personal contact with OMNINET staff – with support, with technical consulting and with top management. BTC were impressed with the strengths OMNITRACKER demonstrated in the Proof of Concept phase: implementation of their specific customer requirements had been easy and fast.

The Project

The project with OMNINET started in the summer of 2010. Process owners at BTC had to prepare effectively and first had to familiarize themselves with the standard application. To this end, staff at BTC IT

Services GmbH took part in OMNINET Process Manager training. Workshops to specify the requirements followed. The project goals covered the following areas:

- Complete functional migration of the existing customized HP systems
- Integration of the existing „Service Information System", which handles Request Fulfillment of customers' orders. Orders are processed in Change Management.
- Integration with proprietary tools for asset management of back-end IT systems
- Integration of the automated event monitoring system for incident detection (NAGIOS)
- Modeling of ITIL processes together with their BTC-specific enhancements.

In the course of the project, all core processes of the ITILv3 standard were implemented by means of OMNITRACKER ITSM Center. For Change Management some very specific requirements and extensions had to be realized: specialized change processes were needed for development, for production and for fulfillment of the change packages provided to customers.

The previously Outlook-based change calendar was replaced by OMNITRACKER. Configuration and Service Level Management processes were customized extensively. The ambitious project ended after 11 months when the system successfully went live.

With this new service lifecycle management solution BTC now handles more than 9,000 incidents, 8,000 changes and 11,000 work orders (activities) per month. BTC's services keep over 4,600 servers, components and applications operational, at more than 900 organizations.

Future Outlook

BTC plans to integrate further processes on the OMNITRACKER platform. To complete the standardization of service concepts within the EWE group, all other existing isolated ticketing systems solutions will be replaced and further process enhancements will be made.

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