

>> MilSat Services GmbH

Monitoring and Documenting Performance



MilSat Services GmbH

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Customer profile

MilSat Services is a joint venture of Astrium Services and ND SatCom Defence. MilSat Services is implementing the second phase of the satellite communication programme of the German armed forces, SATCOMBw. Through SATCOMBw the armed forces will have secure information networking for its troops deployed outside of Germany. This allows the transmission of dialogue, fax and data as well as video and multimedia applications. In phase 2 of the project, the armed forces will receive two military communication satellites of their own for the first time. The complete system is to be put into routine operation in 2010 and is a major step toward implementing the German armed forces' networked operations concept.

Initial situation

External service providers are constantly under close scrutiny, because they have to prove to their customers that the services agreed in the contract have actually been rendered. But it also makes sense to monitor processes inside the company, so as to identify problem blackspots or suboptimal workflows early on.

At MilSat Services the company's adherence to the service level agreements (SLA) was to be monitored continuously so as to avoid irregularities. The company, which is building part of the SATCOMBw satellite system on behalf of the German armed forces, has to keep a close eye on highly complex processes: the contracts cover the operation of earth stations, the administration of the transmission capacity and the control of the communication satellites. Many processes depend on external factors which cannot be influenced. Nor is the environment of the service provider standard, which follows the ITIL® best-practice collection for processes in IT service management.

Since MilSat Services is a young company, the planning of the service desk could begin on a blank canvas.

Implementation

MilSat Services commissioned MATERNA to take care of the design and implementation of a service desk which would afford a clearer insight into the company's adherence to its SLAs at all times. IBM technologies were chosen throughout the project, the IBM Tivoli Service Request Manager forming the core. This is supplemented by the IBM Tivoli Service Level Advisor. For the infrastructure, MilSat Services opted for the IBM WebSphere Application Server and the DB2 database.

The solution offers pre-defined, ITIL-compliant processes which can be easily tailored to the company's changing needs. In this way, the system can meet all the demands of the internal and external reporting with minimal outlay.

The Service Request Manager by IBM Tivoli now combines the pledged SLAs with the processes to be monitored on the basis of defined metrics. This allows MilSat Services to recognise at all times whether SLAs are being violated and promptly take appropriate action. At the same time, the solution allows the service provider to prove to the customer transparently and objectively the fulfilment of their contracts.

Advantages

- Pre-defined, ITIL-compliant processes for a quick implementation
- Precise information about breakdowns, as well as their frequency and causes
- Pending maintenance work can be planned and so taken into consideration with the fulfilment of the SLA
- Recognition of optimisation potential in the processes and SLAs
- Simple access for own staff and customer's staff via a role-based web front end
- An integrated solution database, checklists and pre-defined forwarding mechanisms facilitate work at the service desk
- Problem management helps to limit causes of disruption