

>> Baltic Data Center

Service Desk System Automates IT Service Processes



BalticDataCenter

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Customer profile

Baltic Data Center, UAB (Uždaroji akcinė bendrovė) is the leading data centre and information systems management services provider in the Baltic states. It belongs to the TEO Group. The company provides professional data centre, digital workplaces and business management systems support and development services. Operating one of the most modern data centres in the whole of Eastern Europe, Baltic Data Center has recently been expanding its activities extremely fast – over the last three years the company allocated more than 5.8 million Euros (20 million Lithuanian Litas, LTL) for investments in technologies and its specialists' skills. At the moment more than 180 specialists work for the company.

Initial situation

Baltic Data Center is a rapidly growing organisation. The number of customers, services and people is continuously increasing. The number of incidents has also grown along with the number of customers. A reliable, scalable and flexible infrastructure is needed in order to maintain the company's growth.

Therefore, the focus of their IT service management solution lies on being a seamlessly functioning entity, on process automation through integration and self-service functions. They operate a multi-customer environment with many processes that require assured high quality. Professional cost management is also important with regard to customers, contracts and services.

They already had processes in place for IT service management and used an internally customised and self-developed system. As it reached the limits of its performance levels, there were three main reasons to introduce a new system:

1. The old system required too many manual jobs, e.g. for reporting and registering incidents. Efficient integration with the related infrastructure was also missing.

2. It was also costly and required a lot of resources to make changes in the old system. Baltic Data Center had to keep resources available to operate and customise their IT service management. Resource

management was important with respect to the costs, allocation and skills of people.

3. Baltic Data Center wanted to concentrate on their main business: the development of IT services for their customers and not waste limited resources on non-business activities.

Implementation

The final decision was made for a solution from BMC, a standard, ITIL®-compliant and out-of-the-box solution. Baltic Data Center uses the system for providing all their services. It fully supports the process of providing services. All assets, configuration items and customer data are in the system. The system has solved their main challenges of cost management, resource management, multi-customer environment and too much manual work.

Together with their implementation partner MATERNA, they introduced the new system that is based on the Remedy ITSM Suite Version 7.0. In addition, BMC's Discovery Suite including Foundation, Configuration and Topology Discovery are in use.

The main arguments for using BMC and MATERNA were their comprehensive experience in managing such projects and the

reference cases. MATERNA was responsible for implementing the ITIL-compliant project including the consulting, customising, installation and support phases. The experts also provided Baltic Data Center with trained and experienced professionals to execute the project on time and on budget. MATERNA worked on the implementation during the whole process.

Today, all information on the services is registered and maintained in one system. After having installed the complete ITSM Suite 7, the second project step is in preparation: integration with other IT systems, e.g. with the monitoring tools HP OpenView and Microsoft Operation Manager as well as with one of their customer systems, also a Remedy-based system.

Advantages

- Single and integrated service management solution
- Automation reduces manual tasks
- Web-based interface supports self-service functions
- Remote management
- Transparency of actual service costs
- Use of a common database (CMDB)