

>> Cygate Oy

Customised Service Process with IBM Tivoli

CYGATE 
Always there

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Customer profile

Cygate is a Nordic independent system integrator specialised in IT infrastructure solutions based on products from leading vendors. They create solutions for internet service providers, telecoms, government authorities, banks, financial institutes, internet companies and the manufacturing industry. Group-wide more than 400 employees have acquired extensive technical knowledge of IT infrastructures. Cygate was founded more than 30 years ago and their most recent acquisitions are the Nordic IT companies Måldata and Bravida Telekom. Cygate is represented in both Sweden and Finland. Their customers include AstraZeneca, Cap Gemini, Deloitte & Touche, Finnet, Nokia, Posten, Volvo and Volkswagen.



Initial situation

The Cygate service desk in Finland is in operation 24 hours a day, 7 days a week. Regardless of the problem or service level, the service desk ensures efficient and personal service from qualified and dedicated personnel. Customers use a direct online portal to access the ticketing system. Dozens of professionals at each level of support deal with incidents and service requests. The service processes utilise the system frequently. They resolve hundreds of trouble tickets per month with a growing trend as new customers take up the service. The high service standards require a stable, secure and reliable service desk platform. As the previous system no longer fulfilled the increasing needs, they were looking for a new service desk system in 2008.

The new solution had to be very flexible so that changes can be made easily and conveniently. The ITIL® guidelines are also very important and the tool had to support all the ITIL-based processes Cygate uses. Until then only incident management had been supported. Reporting plays an important role for Cygate as customers receive regular dispatches of reports and statistics. Therefore, several service level indicators had to be reported and analysed to constantly improve service quality. Reports also had to be customisable to comply with the requirements of different customers.

Implementation

Cygate decided on IBM Tivoli Service Request Management. Tivoli supports Cygate's service processes for incident, problem, change, service request and service level management. It also provides extensive support for the different workflow management tasks within a service desk. This has already led to improved efficiency for the frontline process at the Cygate Service Desk because several tasks can be carried out more easily or can even be automated. The biggest advantage for Cygate is being able to customise the system. This includes, for example, making changes to the user interface, changes to the database schema and adding or modifying some functions.

In addition, the database schema is understandable and logical which makes it possible to create individual reports easily. Cygate creates reports with the Crystal Reports reporting software by directly accessing the database of the trouble ticketing system. The trouble ticket reporting has improved a lot. Many key performance indicators can now be reported automatically that could not be reported before, for example, ticket history trends and SLA parameters.

IBM selected MATERNA for the implementation. MATERNA carried out the project on a tight schedule and very successfully using

the Quick Results standard delivery model to implement the project.

IBM Tivoli Service Request Manager can easily be integrated with other IT systems. Cygate has implemented a loose integration with the IBM Tivoli Netcool OMNIBus event management system. With Cygate's in-house CMDB development they import data to the trouble ticketing system from the CMDB. The system is very stable and can also be operated on a virtual platform. Cygate uses VMware's virtual platform.

Advantages

- ITIL-based service desk platform
- Implementation with Quick Results
- Improved efficiency of service desk processes
- High flexibility allows individual customisations and reporting
- Integration of several other operative IT systems
- Open interfaces to database
- Stable system