



Automated the complete IT Service Management at a Defense Establishment

Highlights

- *DCM has been executing and managing IBM Netcool /Omnibus and other IBM ITSM tools for almost a decade.*
- *Most of the complex IBM ITSM installations in India have been executed by DCM*
- *DCM has access to the latest IBM software in its competency center. All implementations are pretested in the center before project start at site.*
- *DCM has 2 NOCs from which they provide support to customers in India, USA, UAE etc.*
- *NOCs capable of supporting Mode 1/Steady State operations and Mode 2/Agile operations, DevOps, Kubernetes etc.*
- *Customer gets a fixed price service with improving SLAs*

The Client:

Our client is a defense establishment with more than 700 locations. They were doing a tech refresh for all their IT applications and decided to implement SAP for implementing the HR, procurement and other processes.

As part of their refresh they also wanted to automate all their network monitoring, application availability and service desk. Along with that that they wanted to have a “single pane of glass” view of their complete IT setup across all the locations irrespective of hardware, network and applications with drill – down capabilities from the dash boards.

The customer used the integrated IBM ITSM stack of ITNM, Omnibus, APM and ICD to build this solution.

Challenges:

1. Integration of all the network devices, servers, applications etc. which were all deployed by other partners.
2. Being a defense institution, the customer was very rigid on security process compliance.
3. The customer’s DC & network was isolated from the internet and no external interaction was allowed from the secure site. This meant that we had to ensure the complete team from solution architects to the implementation team of individual products had to be located onsite at the customer’s premises to ensure a successful implementation.
4. The customer was automating tasks for the first time and therefore insisted that we implement what they did manually via the system which made the system very inefficient.
5. Customer also wanted the other security tools and asset management tools be integrated with this system.

Suggested Solution:

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DCM has an extremely strong practice across the IBM ITSM range of products.

DCM has their own ITSM framework which integrates various tools, from different companies, encompassing Network Monitoring to service desk and security. We also have ISO 20000 and ISO 27000 certification for our ITIL based infra service and security processes. The solution was built using these frameworks and ratified by the customer before the implementation. This helped the customer get a “single pane of glass” view of his complete IT infrastructure stack.

One of the biggest challenges was the fact that customer wanted the workflow to be implemented as they were doing things manually. This made the system inefficient and slow. It took a lot of convincing to show case the advantage of using the “best practices’ that are defined by the IBM ICD system for handling service management as per the ITIL framework.

The Omnibus and Netcool products were used for the network monitoring. The APM tool was used to monitor the web applications and internal applications like SAP. Since there can always be transients during which a transaction fails we had to set-up a robotic synthetic monitoring service which randomly loads the systems to see where the failures take place. With the APM tool now the customer is able to drill down and identify if the transaction is taking longer because of a query or load on the network or other things.

Using IBM Cognos IBM TSRM we built dynamic reports and dashboards which were designed as per the department and level which was to use them. Directly from the dashboard the user could drill down and check the area of fault.

The Benefits:

1. Problems get solved faster because the Root Cause Analysis done by the APM tool identifies the “choke” in the system.
2. Even transient problems get minimized because of the robotic monitoring.
3. The SLAs are better managed because all the incidents get handled from a common service desk.
4. The customer now has a “single pane of glass” for the complete setup.