DCM Infotech

CASE STUDY · ITSM AND AIOPS WITH BMC

Transforming IT operations for a government intelligence agency using BMC solutions

How DCM Infotech re-architected a failed ITSM implementation into an integrated ITSM and AIOps platform

5
BMC products implemented and integrated

6
Key solutions, one for each operational gap

10,000+
Hours of DCM implementation experience on IBM Maximo, ServiceNow and BMC

01 · CLIENT OVERVIEW

A failed ITSM rollout left a critical agency without integrated operations

The client is a key government entity responsible for gathering intelligence on financial crimes in India. It operates a complex IT infrastructure that is critical to national security and financial oversight.

The client had previously engaged another partner to implement an ITSM solution, which failed to meet operational and integration expectations. DCM Infotech was brought in to re-architect and implement a robust, scalable and integrated ITSM and AIOps solution using BMC technologies.

02 · ABOUT DCM INFOTECH

ITSM and AIOps specialists with over a decade of experience

DCM Infotech is a specialist in ITSM and AIOps implementations with over a decade of experience. Its team includes certified experts with over 10,000 hours of implementation experience, and has delivered some of the largest ITSM projects in India and the US.

Certified implementation experience on

- IBM Maximo
- ServiceNow
- BMC

03 · CHALLENGES

The earlier deployment left six operational gaps

> **The earlier ITSM deployment lacked integration and scalability, and failed to deliver operational efficiency.**

Disjointed monitoring
No unified view of network and server events.

Manual ticketing
Alerts did not automatically generate incidents in Remedy.

User management issues
No LDAP integration with Active Directory.

Disaster recovery gaps
Remedy was the only component with DR; the others were standalone, leading to data inconsistency.

Reporting limitations
Out-of-the-box reports lacked key operational metrics.

Incomplete asset visibility
Discovery was outdated and incomplete.

04 · BMC PRODUCTS IMPLEMENTED

Five BMC products form one integrated ITSM and AIOps platform

1	**BMC Helix ITSM (Remedy)**	A comprehensive IT service management suite for incident, problem, change and asset management.
2	**BMC TrueSight Operations Management (TSOM)**	A unified event management console and performance monitoring for servers and applications.
3	**BMC TrueSight Network Automation (TSNA)**	Automated network configuration management and compliance auditing.
4	**BMC Discovery**	Reimplemented to provide accurate, up-to-date asset discovery across the environment.
5	**BMC Helix Dashboards**	Customised to include key performance indicators and operational metrics for better decision-making.

Network monitoring also used Entuity, a BMC partner product integrated with TSOM (see section 05).

05 · KEY SOLUTIONS DELIVERED

Six solutions, one for each operational gap

Unified event management console
Entuity integrated with TSOM gives a single pane of glass for both network and server events.

Auto-ticketing
TSOM alerts automatically create incidents in Remedy.

LDAP integration
Seamless user authentication and role management through Active Directory.

DR synchronisation
Remedy architecture redesigned to support a synchronised DC–DR setup.

Custom reporting
Performance reports enhanced with critical fields for operational insight.

Full asset discovery
BMC Discovery reimplemented for complete visibility of hardware and software assets.

06 · BUSINESS OUTCOMES

IT operations became proactive, visible and DR-ready

Proactive incident management	Alerts such as disk utilisation above 70% now trigger timely notifications to administrators.
Improved asset intelligence	An accurate inventory of hardware and software supports compliance and planning.
Enhanced network visibility	Real-time data on bandwidth, CPU, interfaces and device availability.
Operational resilience	A DR-ready architecture supports business continuity.
Informed decision-making	Custom dashboards and reports give IT leadership actionable insight.

07 · CONCLUSION

Legacy issues resolved, with a scalable foundation for growth

DCM Infotech's expertise in BMC technologies and ITIL-aligned practices enabled the agency to transform its IT operations. The implementation resolved the legacy issues left by the earlier deployment and laid a scalable foundation for future growth and resilience.