



Wipro

Wipro Implements ITIL and Improves Efficiencies with BMC

Geography

India

Industry

Information Technology

Business Need

Wipro needed a reliable, scalable, and extensively adaptable help desk solution that could be easily integrated with various network and systems management (NSM) tools and provide automatic ticket generation for events — all through a single console.

Solution

Wipro implemented BMC Remedy Help Desk because of its flexibility and easy integration to key NSM and customer relationship management (CRM) tools. As a result of the implementation, the company was able to dramatically reduce call response times and average incident resolution times.

Results

- > Workflow automation
- > Reduction in response and resolution time
- > Transition from reactive to proactive

In supporting a global customer base, Wipro was looking for an ITIL-compatible help desk solution that could easily integrate with network and systems management (NSM) and customer relationship management (CRM) tools. It also needed a highly-customizable solution that could automatically generate tickets through a single console. To meet these needs, Wipro turned to BMC® Remedy® Help Desk.

Wipro provides comprehensive IT solutions and services to corporations globally. Technology Infrastructure Services (TIS), a focused business unit within Wipro, is completely equipped to support customers through the IT infrastructure management lifecycle, helping them to plan, deploy, manage, and review on a continuous basis. Wipro TIS helps clients tackle these challenges with complete IT infrastructure management services.

THE NEED FOR A FLEXIBLE, RELIABLE INCIDENT MANAGEMENT SYSTEM

As a leader in the IT outsourcing services industry, Wipro made a strategic decision in 2001 to help organizations incorporate an offshore model to reduce costs and increase operational efficiencies. The company established a managed services business unit as a Global Command Center (GCC).

The GCC operates 24x7x365, providing continuous monitoring and management of customers' IT infrastructure. As such, the GCC's infrastructure must be consistently available. Customers are spread across the globe, spanning multiple continents and time zones. Service delivery is provided by a multiskilled workforce deployed onsite, offsite, and offshore, all working in tandem to resolve incidents within agreed service levels.

To effectively manage the daily volume of tickets — which may be well over 100 per day for a single customer — Wipro needed a reliable, scalable, and extensively adaptable solution, with automatic workflow capabilities. In addition, they sought a solution that could be easily integrated with various network and systems management (NSM) tools and provide automatic ticket generation for events — all through a single console.

SELECTING BMC

After evaluating various solutions, Wipro selected BMC Remedy IT Service Management solutions. "Being software developers ourselves, we liked BMC® Remedy® Action Request System®, the underlying platform to BMC® Remedy® Help Desk (a previous version of BMC® Remedy® Service Desk). It was well-designed using a ground-up approach, rather than acquiring products and force-fitting them to talk to one another," says Wipro's G.K. Prasanna. In addition, he explains, "We selected BMC Remedy Help Desk because of its flexible platform, which allows us to easily adapt the solution to provide specific services to each client."

The BMC Remedy solution also offered stability to ensure continuous monitoring of client infrastructures, and ease of integration with third-party software. Finally, the solution enabled Wipro to generate monthly Service Level Agreements (SLA) reports for each customer, with authentic data to prevent disputes.

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G.K. Prasanna,
Vice President, Technology, Infrastructure Services
Wipro Technologies

Key Products Used

- > BMC® Remedy® Help Desk (a previous version of BMC® Remedy® Service Desk)
- > BMC® Remedy® Dashboards

A COMPREHENSIVE, WORKFLOW-DRIVEN SOLUTION

BMC Remedy Help Desk significantly automates the entire process. Each customer has a unique call workflow, with specific SLAs built-in, all on a single help desk platform. The solution is integrated with NSM tools, such as HP OpenView Operations, HP OpenView NNM, and CiscoWorks 2000, to automatically generate tickets for critical events. The BMC Remedy Help Desk client console is the main front-end console screen, avoiding the earlier clutter of multiple NSM consoles and element managers. Now, the support engineers only need to open a specific tool depending on the nature of the problem as described in the BMC Remedy Help Desk ticket. Manual creation of tickets is also possible.

BMC Remedy Help Desk is also integrated with each customer's existing customer relationship management (CRM) tool, using the ARmail utility in BMC Remedy AR System. Any new ticket opened in a customer's CRM tool generates an e-mail, which in turn creates a new ticket in BMC Remedy Help Desk. This avoids the need to manually recreate the ticket, and helps in generating a single consolidated report at the end of the month.

Depending on whether the problem is related to the network, systems, or database, the ticket is automatically allocated via workflow to the respective technical pool, where it is assigned. Call priority is automatically assigned based on the type of incident and the criticality of the affected asset. This enables allocation of the trouble ticket to the engineer with the right skills and also ensures focused attention on high priority tickets.

ESCALATION AND MEASUREMENT

Each new call is indicated by a BMC Remedy Alerter screen pop-up and audio alarm. The ticket first gets assigned to the level-1 pool, and if not solved within a specified timeframe, is escalated to level-2 support engineers, and on to the level-3 pool, if necessary. These pools are spread over multiple locations, and all view and update the ticket in the BMC Remedy application.

Escalation is defined based on ticket priority. E-mails and Short Messaging Service (SMS) are sent to cell phones when predefined elapsed times are reached. These timelines differ based upon the priority of each call, each customer, and each ticket category. TelAlert, the Urgent Messaging Solution from Vytex, a BMC Technology Alliance Partner, sends these alerts and SMS from the BMC Remedy application. TelAlert also sends messages regarding current open tickets to an electronic display board within the GCC. These graphical displays provide a top-level summary view of tickets on a continuous basis. In addition, BMC® Remedy® Dashboards®, which combines historical and real-time metrics in a concise and graphical form, provides a detailed, real-time visual summary of calls and SLA compliance.

IMPLEMENTING ITIL BEST PRACTICES

Wipro has adopted service support processes based on IT Infrastructure Library (ITIL®) best practices to provide a structured approach to IT service management, improve IT business alignment, and drive incremental service delivery improvements. “One of the reasons we chose BMC Remedy IT Service Management is its certification for ITIL-compatibility. We used the out-of-the-box functionality to support ITIL best practices for Service Support, and customized the implementation to further support ITIL guidelines best suited for our environment.” says R. Srinivasan, Head—GCC, Wipro Technologies.

INCREASED EFFICIENCIES AND PRODUCTIVITY

As a result of the BMC Remedy Help Desk implementation, the call response time and the average incident resolution time have been reduced dramatically. All relevant asset details, contact details, e-mail IDs, and support details are now available within BMC Remedy Help Desk, which acts as a single repository of customer information. Availability of all of this information in a single form in BMC Remedy Help Desk, along with the ticket details, has increased the productivity of support staff.

Because Wipro offers response-time and resolution-time SLAs, based on ticket priority, the combined BMC/Vytek solution is configured to send e-mail and SMS escalations for senior manager intervention when the ticket approaches the agreed-upon time. BMC Remedy Help Desk is also used in the shift-handover process to transfer open tickets to the next support engineer to ensure that nothing falls between the cracks. Every engineer updates the work log for each ticket so that the next engineer knows what has transpired. Before closing the ticket, the solution for resolving the problem is updated so that it serves as a knowledgebase for future similar tickets.

The overall impact of using BMC Remedy Help Desk, coupled with NSM tools, has transitioned the Wipro GCC from a technical focus to a process and customer focus, from a "best effort" to a measurable and accountable effort, and finally, from a reactive to a proactive approach to IT service management.

FUTURE PLANS

In the immediate future, Wipro intends to incorporate other critical processes into BMC Remedy Help Desk, most likely change and problem management. Extending the BMC Remedy Web console to clients by incorporating the mid-tier server will be done based on customer demand.

About Wipro

Wipro Technologies is a global software services company of Wipro Limited (NYSE:WIT), based in India. As a software services firm, Wipro helped pioneer offshore development centers (ODC) in India. Wipro offerings cover the entire IT services spectrum, including systems integration, package implementation, "end-to-end" application implementation, on-site business and technical needs assessment, development services, partial outsourcing, total outsourcing, and business process outsourcing.

About BMC Software

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Only BMC provides best practice IT processes, automated technology management, and award-winning BMC® Atrium™ technologies that offer a shared view into how IT services support business priorities. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the midsized business. Founded in 1980, BMC has offices worldwide and fiscal 2006 revenues of more than \$1.49 billion. Activate your business with the power of IT. www.bmc.com.



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