

Success stories: Global Manufacturing Organisation

Fusion Global ITSM Implementation

A large global manufacturing organisation with presence in multiple countries globally, focusing on manufacturing in Transport and Power sectors. It has over 100,000 employees globally which requires significant IT Service Management.

The problem

They had a bespoke Remedy system which was used for Incident and Service Request Management. They also had multiple systems to manage other ITIL processes such as Change Management, Asset and Configuration Management. This did not provide an integrated service management solution which can be used globally for all IT Service Management processes.

The solution

To roll out BMC Remedy IT Service Management globally, Fusion worked with different teams and their requirements to utilise the out-of-the-box features of BMC Incident Management so that a global Incident Management process can work for all teams. Service Request Management was initially deployed but has since been extended for the Applications Service Catalog and Data Centre Catalog items in multiple languages. They have since deployed further modules such as BMC Problem, Configuration, Change and BMC Knowledge Management. BMC Analytics on Business Objects has also been deployed, providing them with key KPIs for their ITIL processes globally.

The benefits

A single Integrated Service Management platform globally. Standardised processes globally. Extendible SRM platform using a global approval process and charge back of IT spend. Global Configuration Management Database Standard Asset Management process and system which can be used globally reducing in country systems, ultimately saving on spend. Single integrated Knowledge Management solution for all IT. Support teams globally allowing knowledge to be maintained and shared for now and the future.