

# REDUCING THE TROUBLE WITH TROUBLE TICKETS

## Dell deploys the BMC Remedy IT Service Management software suite to accelerate incident resolution and enhance global service collaboration

Dell knows firsthand that providing help-desk support for tens of thousands of employees within a global organization can be a complex and relentless undertaking. “Our group supports approximately 90,000 employees, contractors, and suppliers,” says Paul Eno, IT senior manager of the Service Management Development and Tools group at Dell. “On average, Dell receives 800 incident tickets per day, or about 30 per hour. We need to investigate, assign, and resolve those problems globally with about 50 internal service desk agents providing frontline support from six locations around the world.”

In some cases, resolving a service desk issue can require in-depth investigation and result in the need to make far-reaching changes in aspects of the infrastructure. “We might find that a user issue is caused by a software problem and will require a large-scale patch to prevent additional incidents,” says Eno. “We need ways to connect our incident and problem management processes with asset and change management processes to resolve issues quickly and thoroughly.”

For Dell, those connections must reach across geographic regions. “We need a system that brings together not only processes but also people,” says Eno. “If a problem arises in the Americas overnight, we need our agents in India to collaborate on the resolution during their daytime work hours. Later that day, our team in Malaysia should be able to access the problem resolution information. By morning, our agents in the Americas should be able to see all the work that transpired globally to solve the issue.”

### BMC REMEDY IT SERVICE MANAGEMENT HELPS CONSOLIDATE NEARLY 50 APPLICATIONS

Dell deployed the BMC Remedy IT Service Management software suite to unify service desk, change management, release management, asset management, configuration management, request fulfillment, and service-level management processes. The software applications in the suite share the BMC Atrium Configuration Management Database, which provides a single repository for key IT information, and all applications are powered by the BMC Remedy Action Request System, which delivers automated processes for notifications, escalations, and approvals.

“In an enterprise infrastructure, service management and systems management are strongly integrated,” says Eno. “The BMC Remedy IT Service Management suite brings together processes, systems, and people to deliver efficient and effective infrastructure and service desk management.”



#### CUSTOMER PROFILE

**COUNTRY:** United States

**INDUSTRY:** Technology

**FOUNDED:** 1984

**NUMBER OF EMPLOYEES:** 83,000

**WEB ADDRESS:** [www.dell.com](http://www.dell.com)

#### CHALLENGE

Improve the speed and efficiency of solving help-desk issues, integrate a wide range of IT processes, and enhance collaboration among multiple service desk locations around the world.

#### SOLUTION

Dell deployed the BMC Remedy IT Service Management software suite to bolster service-desk efficiency, improve integration of related processes, and enhance collaboration among service desk technicians.

#### BENEFITS

##### Run IT Better

- Integrated key IT processes, including service desk, change management, release management, asset management, configuration management, request fulfillment, and service-level management
- Facilitated collaboration among global help-desk technicians
- Reduced Mean Time to Restore Service (MTRS)
- Supported 90,000 users in hundreds of global physical locations with just 50 first-line service desk technicians
- Consolidated 40 individual service support applications and seven work order and trouble ticket applications, creating a one-stop shop



# “IN AN ENTERPRISE INFRASTRUCTURE, SERVICE MANAGEMENT AND SYSTEMS MANAGEMENT ARE STRONGLY INTEGRATED. THE BMC REMEDY IT SERVICE MANAGEMENT SUITE BRINGS TOGETHER PROCESSES, SYSTEMS, AND PEOPLE TO DELIVER EFFICIENT AND EFFECTIVE INFRASTRUCTURE AND SERVICE DESK MANAGEMENT.”

**Paul Eno**, IT senior manager, Dell

BMC Remedy IT Service Management helps Dell streamline processes by consolidating numerous stand-alone applications. “By adopting this software suite, we have been able to consolidate 40 individual service support applications and seven work order and trouble ticket applications throughout our global operation,” says Eno. “As a result, we have created a global one-stop shop.”

The Dell Internal Service Desk has used BMC Remedy-based applications for more than a decade, though it recently moved from a highly customized version of the software to a more standard offering. “Many of our large enterprise hardware customers use BMC Remedy software,” says Eno. “We decided to migrate to standard BMC offerings in-house so we could leverage the best-of-breed tools, stay current with new releases from BMC, and provide insights to our external customers who are also standardizing their service management tool sets.”

## **BMC ATRIUM CMDB PROVIDES A SINGLE SOURCE FOR IT INFORMATION**

The BMC Atrium CMDB provides a single, centralized repository for essential IT information that can be used by Dell groups for service desk tasks, change management, and more. “Many companies keep lists of their applications in spreadsheets or ad hoc tools, but how accurate are those lists?” asks Eno. “Can they tie applications to specific servers? Do they really know which applications are under IT control and which were created by the business and left unsupported? The CMDB enables us to connect

the dots and access a wide array of IT information, from server rack locations to patch versions. We can even map all of our configuration items back to services so we know who supports what.”

Dell Internal Service Desk technicians then use that information to improve responsiveness. “When service desk technicians receive an incident report, they draw on the CMDB to quickly view all the information related to that particular configuration item, including which business unit it serves, whether there have been any recent changes, and what other systems might be affected by a problem,” says Eno. “They can notify anyone that might be affected by the incident and provide an estimated time to recovery. Our teams restore service as soon as possible, and later conduct a root-cause analysis to determine why the problem developed in the first place.”

The CMDB also provides the foundation for a range of other processes, including change management. “The BMC Atrium CMDB is the glue for all our essential IT processes,” says Eno. “When the application team wants to put a new application into production, they create a change ticket, identify the configuration items that will change, and the system notifies the required support teams. All of the relationships are connected in the CMDB. If a problem appears in the future, we can debug the situation quickly because we can trace the events back to the original change ticket and understand the linkages.”

## **HOW IT WORKS**

### **HARDWARE**

- Various generations of Dell™ PowerEdge™ servers

### **SOFTWARE**

- BMC Remedy IT Service Management
  - BMC Atrium Configuration Management Database (CMDB)
  - BMC Remedy Action Request System (AR System)
  - BMC Remedy Asset Management
  - BMC Remedy Change Management
  - BMC Remedy Service Desk
  - BMC Service Level Management

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Paul Eno, IT senior manager, Dell

## BMC REMEDY PROVIDES A COMMON LANGUAGE FOR GLOBAL SERVICE

Dell uses a single instance of the BMC suite, enabling Dell IT groups from around the world to work together. “BMC software helps connect our support services around the world so we can collaborate efficiently to resolve problems,” says Eno. “It helps us speak one language and deliver a high level of service.”

That collaborative model is essential in providing large-scale service while keeping personnel costs down. “Our service desk technicians can access detailed information through an easy-to-use interface that shows how systems and people are related. As a result, a first-level service desk agent can do more to solve an issue directly, on first contact, and from anywhere in the world,” says Eno. “Having a single, centralized approach to IT service enables us to support a large, complex IT environment like we have at Dell with a relatively small staff.”

## BMC REMEDY HELPS REDUCE MEAN TIME TO RESTORE SERVICE (MTRS)

By using a single, centralized system for service desk functions, Dell has improved its mean time to restore service. “If a problem arises, our first goal is to restore the service as soon as possible,” says Eno. “By leveraging the integrated suite of BMC Remedy tools, we have reduced the number of individual software tools previously needed to do the job. That means less complexity, less clicking, and less searching for related information. We are speeding up restoration times and improving accuracy.”

## DELL AND BMC CREATE AN ACTIVE APPROACH TO SERVICE

The BMC Remedy IT Service Management suite incorporates both the technology and best practices required for enhancing efficiency. “With the BMC Remedy IT Service Management suite, we know we are leveraging the IT Infrastructure Library (ITIL) best practices to provide the best service possible,” says Eno. “We are using proven workflows to resolve issues efficiently and to prevent future problems from arising.”

Given the positive results from using BMC software in-house, Eno understands why it has been the top choice for so many other enterprises. “BMC Remedy software can help a range of enterprises simplify IT and refocus their resources on more innovative projects,” says Eno. “Our group is gaining valuable hands-on experience with the newest versions of the BMC Remedy tools. We pass that experience on to our account teams and share it with our Dell customers who use BMC Remedy themselves today.”

The experience using BMC software in-house is also expanding Dell’s reach as a managed service provider. “The multi-tenant capability in BMC Remedy streamlines support across multiple hosted customers,” says Eno. “For example, the service-desk agent can log into a single instance of BMC Remedy Service Desk, and support multiple businesses from one console. So, whether we are tending to Dell’s internal needs or servicing a managed service customer, the BMC Remedy IT Service Management suite is providing us with an integrated solution that delivers.”

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