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A dedicated BMC-FootPrints ITSM installation in Suva, Fiji caters for 13 South Pacific countries for Digicel Telco.



Headquartered in Jamaica, Digicel employs more than 7,500 people across 40+ Countries worldwide. Digicel has 15,000,000+ Users of their wireless services, these include:

Mobile

Fixed Broadband,

Wireless Broadband

Satellite Television

Cable

Mobile Money

Digicel continuously develops innovative services for customers to provide a key point of differentiation. The new solutions provide a clear price/value relationship and allow customers to select and pay only for the products and services they want.



The Business Need – Support the IT infrastructure and Customers

To ensure that all provided Services were available to Customers Digicel decided to implement a solution which ensured the integrity of all of their networked PCs and Servers. They wanted a formal ITSM Tool to control what was done, and when it was done. That Solution is BMC Footprints.

The Business Process Automation aspect of BMC Footprints makes it extremely easy to create and change workflows. As new product offerings are introduced to customers, Digicel require a whole set of processes to implement the offerings in the business.

The focus of selecting a tool was on ease of use, rapid install, ability to create templates and workflows, and flexibility to match the business process as defined by the business rather than as defined by the out-of-box rigid operational framework which came with other considered solutions.

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The Immediate Challenge

Develop a process that streamlines OS upgrades and implementing application patches to all their 7,500+ networked devices.

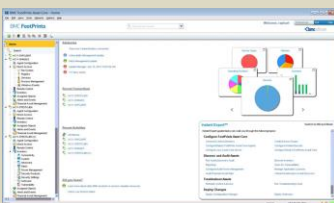
Implementing updated patches was a real issue, because of the disparate locations and countries. Security vulnerabilities were known, and were a real threat to the business.

Work with KKC and BMC:

KKC have expertise with the BMC FootPrints and BMC Client Management for 19 years. The Technology has changed hands over time. Now since it is owned and further developed by BMC, the solutions are part of a large suite of offerings with one of the largest and most well respected Software Vendors in the World.



KKC having intimate knowledge of these products specifically, having been part of it's growth and change. We have absolute confidence in BMC FootPrints and BMC Client Management operations and features, with real experience to install rapidly, identify quickly and rapidly repair any faults or configuration issues, making KKC the best Servicer of the Solutions in APAC.



“The greatest savings are achieved with a fully automated solution for ITSM and ITAM. Those savings are realised when they are implemented without delay and with expertise that knows how to get the most out of the technology.”

Digicel realized that if the automated process could be initiated by the user rather than by sending a technician to each workstation, huge cost-savings could be realized. Further, if the entire process ran from central servers, results would be repeatable and reliable.

A cost-effective process was needed to:

1. Minimize the amount of personnel needed to perform those upgrades
2. Audit the process
3. Replace old OS systems such as WIN-XP & WIN7 to avoid the risk of security flaws
4. Fit an in-place operating system refresh.

Solution – BMC Footprints & BMC Client Management

Digicel decided on two different BMC Software ITSM solutions for the South Pacific:

- BMC-FootPrints ITSM Service Desk – for all South Pacific countries
- BMC-Client Management – for use worldwide, which can integrate with both ITSM solutions chosen

Both BMC solutions are true multi-tenancy solutions. These ensure that each Country can have their own software instance that is 100% separated and secured from all the other Countries.

For the OS upgrade, BMC-Client Management configuration is an automated process, initiated by the user at their convenience and requiring no user interaction once underway.

The Process

1. A MASTER Client Management server is located in the Caribbean
2. Numerous RELAY Servers are located throughout the world.
3. ALL Inventory on the Digicel network is discovered and each CI is available in the CMDB of the respective ITSM solution.
4. BMC Footprints provides the CMDB to store the CI's
5. All updated Patches are downloaded to the Master servers on a weekly basis.
6. All Patches are exchanged to every RELAY Server
7. Each RELAY server distributes to their local devices – automatically.
8. Upgrades of new Software applications, and even a new SOE image is done the same way.

In BMC Client management, the user is guided through the installation of any additional applications needed that are not part of the current automated process

The Result: A 90% savings in IT Labour Costs

The original process of using technicians to initiate and manage networked devices was extremely expensive and subject to higher risk of data loss. The security risk was also a great concern to the business.

BMC Client Management completely removed these issues.

With the automated process, Digicel initially estimated that they would reduce the required manpower by perhaps 40-50%. In the final analysis, Digicel realised that this was more like 80%. 2-3 people can now control and manage all network devices, and all remotely.

User productivity increased, because the issues related to Patching, SOE deployment, Security issues and the like, were significantly reduced. Any issue that did arise was raised as an Incident in the ITSM Solution and automatically allocated to an Agent for resolution.

