

...about the Company

For almost 40 years, Capgemini has helped companies around the globe address their business and IT issues through its Consulting, Technology and Outsourcing services. The company assists businesses in implementing growth strategies and leveraging technology. It employs approximately 60,000 people in over 30 countries working with clients across diverse industries.

Tango/04 Helps Capgemini Improve Satisfaction Among Outsourcing Clients by Implementing ITIL Best Practices

Outsourcing of IT services and applications helps many of the leading companies in the world reduce costs and increase efficiency by focusing at their core business, while leaving the management of their IT infrastructure in the hands of external specialists. But how do outsourcing companies reduce their own costs, increase their productivity, and at the same time improve the quality of their services to retain the confidence of their customers?

When the Dutch branch of Capgemini made the decision to expand its outsourcing business in Central Europe, the complexity of its IT infrastructure began growing rapidly. The company embarked on an ambitious project to implement ITIL best practices in order to ensure the delivery of high service levels to all its customers. The Information Technology Infrastructure Library, ITIL, is one of the most widely accepted systems management standards in the world. Established by Great Britain's Office of Government Commerce, the best-practices promoted in ITIL both support and are supported by the British Standards Institution's Standard for IT Service Management (BS 15000).

"Tango/04 has helped us gain the trust of our customers... our improvement efforts are more visible to their top executives. VISUAL Message Center keeps managers happy, and that of course keeps us happy."

Deployment of ITIL processes was conducted to a large extent with the help of a systems management framework. It seemed to be the most appropriate option to manage the increasingly complex IT infrastructure at Capgemini, except for one problem: The product's limited support and coverage of the iSeries platform monitoring requirements.

The Problem

The selected framework failed to provide the comprehensive IT management capabilities required to implement ITIL best practices in iSeries environments

The Solution

VISUAL Message Center

"We quickly realized that the framework did not provide the depth and quality of systems monitoring and management we needed to run the iSeries applications of our customers," says Rob Freeling, IT Consultant of Capgemini in the Netherlands. "IBM OS/400 monitoring functions were extremely difficult to implement. Besides, we considered the costs of the iSeries modules to be too high."

Capgemini turned to PST Business Solutions, the certified Tango/04 Business Partner in the Netherlands, to learn about the VISUAL Message Center IT infrastructure management solution. PST Business Solutions is a well-known iSeries technology specialist with a vast experience implementing Tango/04 technology at companies such as becom Informatiesystemen, Fortis Bank, International Card Services (ICS), Nike Europe, and Sligro, for projects that include Service Level Management (SLM), systems monitoring, and Business Service Management (BSM).

The Solution

One of Capgemini's most important outsourcing clients agreed to have a trial of Tango/04 software conducted in their systems. All parties identified the proactive detection of problems, and advanced reporting capabilities, as the main objectives of the trial, for those are key requirements demanded by ITIL. Usability, multi-system support, and extensibility were the other key metrics of the test, which took place in late 2003.

"We could see the advantages even before the trial actually began," Mr. Freeling says. "Documentation of the software solution was clear and easy to understand, and configuration was also very simple even for the security audit and applications management features being implemented. Finding all the solution's functionality to be that easy to setup was extremely appealing, considering the complexity of implementing ITIL at the framework level."

Tango/04's R+D laboratories in Barcelona, Spain, worked extra hours to upgrade the existing VISUAL Message Center framework integration software to meet Capgemini's strict requirements. Consultants from PST

Business Solutions worked together with five Capgemini specialists to setup filters, business views, alerts and automatic actions according to ITIL prescriptions. Custom reports were also designed and implemented, and documentation from the project was put together to be shared with up to eight future team members.

After successfully completing the trial program, the team began planning for a comprehensive implementation of systems management functions supported by VISUAL Message Center. Every part of the project was tied to one of the subjects that comprise the ITIL library:

- Service Level Management
- Capacity Management
- Availability Management
- Incident Management
- IT Service Continuity Management

VISUAL Message Center helps Capgemini conduct ITIL best practices across different IT platforms, delivering high levels of service to its customers

"The reporting capabilities of VISUAL Message Center proved to be very powerful for Service Level Management and Capacity Planning. The detailed custom information it provides is widely used not only by our IT department, but by our customers' executives as well. Both our Capacity Manager and our Availability Manager rely on the reports generated by VISUAL Message Center to conduct their day-to-day activities, and to demonstrate the accomplishment of service levels to our client. Up to 16 people use VISUAL Message Center now at Capgemini and Agfa, and the most important service level reports and charts are published in real-time in the company's intranet," Mr. Freeling explains.

Regarding Incident and Continuity Management, the VISUAL Message Center implementation at Capgemini sorts system and application messages using exclude and include filter rules to make sure that only relevant events are brought to the operators' attention. Most critical problems can be solved automatically using action sets that have been configured in the centralized monitoring console. Actions include starting programs, responding to interactive error messages, freezing user sessions to avoid system crashes, and generating SMS alerts. These are generated automatically when a certain threshold is surpassed, or a particular system event is detected, so that operators can react quickly to problems that pose a potential risk to ensure IT Service Continuity and guarantee system availability. Moreover, now there is little chance that a relevant event passes undetected, so the frequency of problems has decreased dramatically.

"VISUAL Message Center is an extremely valuable aid when it comes to implementing ITIL in an iSeries environment," Mr. Freeling concludes. *"Most frameworks are not solutions that work fine on iSeries. Instead, VISUAL Message Center is much easier to use, reporting is very nice and simple, service level management reports can be scheduled and automated. I think Tango/04's solution has helped Capgemini gain the trust of its customers and has improved our business relationship with them, because it makes ITIL and all other improvement efforts we conduct at our premises more visible to their top executives. VISUAL Message Center keeps managers happy, and that of course keeps us happy".*

VISUAL Message Center is a certified

IBM Server *Proven™*

software solution