Effective Implementation of ITIL Processes Enabled Server Availability Rate of Over 99.85% for a FMCG Major

SITUATION

To enhance the quality of the existing IT services that are being delivered, as well as increase customer satisfaction, ITC Infotech wanted to improve overall performance efficiency and availability of the client infrastructure. The customer also wanted to accrue better service availability and performance efficiency of its IT infrastructure, and to have a proper change management system in place

IMPACT

Absence of defined processes to manage IT services, lead to a reactive support system, delayed resolution for incidents/queries and requests for changes, as well as higher downtime of servers and applications that led to frequent service disruptions and reduced user satisfaction level. This in turn, resulted in direct impact towards smooth functioning of business processes, which are highly dependent on IT

RESOLUTION

ITC Infotech did a thorough ITIL assessment to identify what all processes needs to be implemented within the existing client environment in order to achieve desired results. Based on client requirement, 10 ITIL processes were indentified and implemented, which enabled significant improvement in overall IT service delivery and management, server and application availability and enabled an effective change management system

The Customer

The customer is one of the leading organizations in FMCG (Fast Moving Consumer Goods) industry and is into tobacco products manufacturing. With more than 200 brands in its portfolio sold in around 180 countries spread globally, it is world's second largest listed groups in tobacco manufacturing and has leadership in more than 50 markets.

The organization is also one of the Fortune 500 companies and has 46 factories in 39 countries. When taken into consideration all its associated and subsidiary companies, the company employs over 97,000 employees across the world.

The Need

The relationship between the client and ITC Infotech has been a long standing one. ITC Infotech has been providing multiple IT services and supports to the client including Lotus Domino (mail server support and maintenance for 450 servers spread across 129 countries), application server management and ODG (On-going Development Group) support.

In an effort to enhance the quality of existing services offered, as well as increase customer satisfaction, ITC Infotech wanted to improve server availability, application availability, and overall performance efficiency of the infrastructure support delivered to the customer.

The customer, on the other hand, wanted to accrue better service availability and performance efficiency of its IT infrastructure, and to have a proper change management system, which in turn would help to improve its business processes. It also wanted to assess what all processes needs to be in place in order to have an improved IT services management system that is in line with industry best practices. Also the need was that the users of the IT infrastructure (mails, applications, etc.) should not be affected and receives uninterrupted services ensuring better business output.

The Solution

ITC Infotech did a thorough Information Technology Infrastructure Library (ITIL) assessment to identify what all processes needs to be tailored and implemented within the existing client environment, in order to achieve desired results. Needless to say, ITIL is the most widely accepted approach to IT service management in the world.

Based on the assessment, 10 ITIL processes were indentified and implemented – Incident Management, Problem Management, Change Management, Release Management, Service Level Management, Availability Management, Capacity Management, IT Service Continuity Management, Information Security Management and Configuration Management.

Implementation of ITIL processes within the organization enabled significant improvement in overall IT service delivery and management, infrastructure (server and application) performance efficiency and availability, addressing issues and problems, as well as established an effective change management system.

Post the implementation, regular performance analysis is being done and the reports are shared with the customer. A Continuous Service Improvement plan where analyzing the non-conformities and opportunities for improvement through Plan, Do, Check, Act approach has been devised to ensure continuous improvement in the future. An annual Disaster Recovery (DR) testing is also performed to ensure an efficient DR procedure within the client environment.

Business Benefits

- Implementation of Incident Management process has increased overall CSAT rating from **3.9 to 4.6** over a period of time
- Implementation of Change Management process has increased the change success rate from **76% to 97%**

- Significant improvement in compliance with Change Management Process by the team members
- Effective implementation of Problem Management has reduced re-occurrence of incidents
- Effective implementation of proactive Problem Management has reduced nearly **500** anticipated incidents
- Implementation of a continuous improvement framework
- Release success rate has increased from **67% to 98%**
- Efficient coordination of Availability Management with Incident, Problem and Change Management processes has enabled to achieve server availability above the agreed target of **99.85%**

ITC Infotech's ITSM Consulting Practice

A known leader in ITSM Process Development & Automation, ITC Infotech has the knowledge and expertise to assist any IT organization in moving from an inward-focused technology-centric team, to a business-and-customer-focused services management provider.

Our ITSM consulting service provides a structured, pragmatic, result-oriented approach to define, integrate, implement and manage business-focused IT services. We offer a wide range of assessment services, which provides organizations with an independent and objective view of process effectiveness. The program not only provides an understanding of current ITIL maturity, it gives clients the details needed to actually begin re-engineering critical processes.

To contact our subject matter experts, please write to: **contact.us@itcinfotech.com**

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