SOITRON*

AN ITSM MIGRATION WITH A DIFFERENCE.

COMPANY: **Hewlett Packard Enterprise (HPE)**

PROJECT: **PL100 (Plano 100)**

SECTOR: **Technology**

Soitron provided Hewlett Packard Enterprise (HPE) with an end-to-end solution to facilitate an urgent legacy migration project involving 37 of HPE's largest customers in North and Latin America.

Project summary.

Off the back of several highly successful migration projects in Europe, HPE appointed Soitron to manage a complex and important transformation project covering the North and Latin America region.

The urgent project involved a legacy EDS platform that was automatically transferred to HPE after its acquisition in 2008. HPE needed to upgrade and consolidate a large number of its major clients onto a new digital workflow platform before the imminent decommissioning of the legacy platform.

Using a transparent outsourcing model, the result of the 13-month, multi-million dollar project was the successful transition and transformation of processes, ITSM software and related tools to an up-to-date and highly flexible new platform shared by all HPE clients worldwide.

Soitron delivered the project under budget and met all deadlines. The project was twice increased to incorporate more clients and Soitron's flexibility in project management

and wide-set resources were able to easily accommodate HPE's changing needs. In addition, the team adapted to working with customer teams in India, US, Brazil, Costa Rica and other countries to facilitate the project, requiring around-the-clock communications and support by the Soitron team. Even with an ever-changing project brief, by March 2017 all client accounts had been migrated, with the legacy platform ready to be decommissioned.

The solution.

The successful acquisition of EDS by HPE in 2008 left legacy clients on different IT Service Management (ITSM) models of operation.

EDS legacy clients continued to use their established model of operations based on a legacy infrastructure, tools and processes, while HPE clients were using different models of cooperation based on a new digital workflow platform. However the decommissioning of the legacy platform

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TECHNICAL DETAILS:

Summary of the services supplied by Soitron:

* Project management
* CMDB
* Case Exchange
* AM (Asset Management)
* UAT (User Acceptance Testing)

* Data Analysis
* ITIL process
* EUA (End User Access/Portal)
* SRM (Service Request Management)
* Event automation

* New model ITSM configuration and deployment
* Mainframe and midrange SRA configuration
* Training and reporting
* Design and architect consultancy

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became imminent and HPE needed a solution which could facilitate the migration within 13 months.

For the first time, an external outsourcing provider was appointed by HPE to carry out this type of migration on a service-based model.

The project, to be implemented across four North and Latin America countries and involving 37 organisations, had two main streams affecting all clients with EDS origins: a migration to both ITSM Toolsets and SOM (Storage Operations Manager) Archive.

The SOM Archive is an innovative new component that acts as the legal container for all transactions from the obsolete systems to retain data over a long period of time.

"ITSM migrations are a vital part of the services we offer. With vast experience working on pan-European and now North and Latin American projects, this project is a tribute to our methodology, innovation and people responsible for delivering it as mapped out by HPE."

DANIEL OLSSON
Managing Director, Soitron UK

Transactions volumes.

Soitron was responsible for accounts with total ticket volumes across all modules (Service Call, Incident, Problem, Change, Request (IMAC)), amounting to nearly 15,000 per month.

MONTHLY TICKET VOLUMES OF MIGRATED ACCOUNTS:

* incidents: **8 279**
* service calls: **4 141**
* IMACS: **1 321**
* changes: **748**
* problems: **103**

This unique solution was the first time a new ITSM component was developed by a supplier to HPE rather than internally developed.

Soitron's migration team focussed on migrating ITSM workflow components to HPE's future model ITSM. The team also completed data analysis and evaluation to address specific requirements including limitations, CMDB, Case Exchange, Data Analysis, UAT, ITIL processes and SRM (Service Request Management), along with directing the on-boarding SMEs and setting up UAT (user acceptance testing).

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How Soitron made it easier.

* Senior and experienced project managers

* Deploying highly-experienced and specialist technical experts

* Having the ability to scale up at the right time

* Around the clock project management

* Flexibility to accommodate more migrations with short notice

* Precise project management

* Clear lines of communications

Another unique aspect of the Soitron approach was the development of a blueprint for mainframe migrations to future model ITSM. This included the creation of a first ever model in HPE of a shared LPAR migration (a logical partition on a mainframe complex shared by multiple clients). This refined the migration processes and prepared a standard set of templates which were subsequently applied to all other regions.
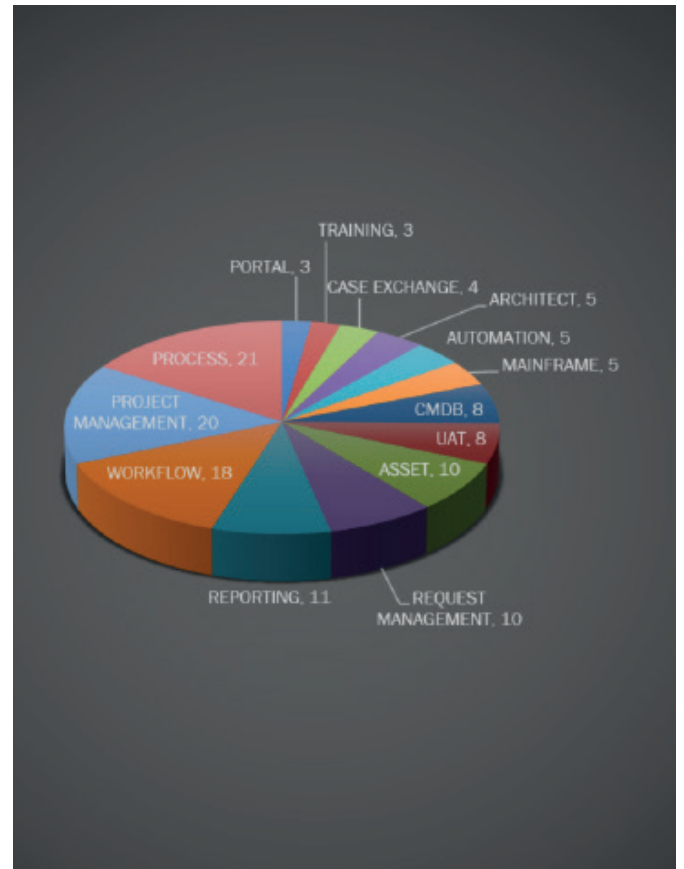
As the project progressed, the scale and scope of work changed too. This meant that Soitron needed to manage more migrations to a platform that itself was constantly changing, involving a great amount of flexibility to account for lots of moving parts and major tool upgrades.

The approach taken by Soitron matched the right team and individual skill base with each of the project milestones. This meant that the best people were brought in and out of the project as required, providing the most efficient way to complete each component of the project.

The team.

The Soitron migration team of 70 successfully integrated into HPE's global team comprised of more than 130 experts across 14 distinct areas of expertise.

TRAINING, 3
PORTAL, 3
CASE EXCHANGE, 4
ARCHITECT, 5
AUTOMATION, 5
MAINFRAME, 5
PROCESS, 21
PROJECT MANAGEMENT, 20
CMDB, 8
UAT, 8
WORKFLOW, 18
ASSET, 10
REPORTING, 11
REQUEST MANAGEMENT, 10

It was an honour to be appointed to carry out this project, which was a testimony to the number of successful projects we have completed for HPE over the years.

As always, completing a project within a tight deadline and budget is our number one priority. Best practices, innovation and the determination of our team allowed us to deliver a number of value-added enhancements and optimisations.

Ultimately, this is a continuation of a strong and on-going relationship with HPE.

LYUBOMIR CHAVDAROV
Delivery Manager, Soitron Group

Why Soitron?

Soitron was selected by HPE for this vital project because of:

* ✱ Proven track record in successfully completing migration projects for HPE in the EMEA region
* ✱ Technical capabilities
* ✱ Geographical reach throughout the CEE
* ✱ Previous experience with HPE-based outsourcing projects
* ✱ The highest possible accreditations
* ✱ Project managers who both listen and deliver

Achieving the results.

Soitron's goals varied throughout the project; due to the achieved midterm results, what started as a migration affecting 14 key businesses was quickly extended to 30, and finally to 37.

There were a number of barriers in the way and this project was considered high risk for various reasons. For one, the client management teams were spread across different regions and time zones.

There were also a number of very complex accounts that weren't compatible with the new HPE environment and this created some concern. However, Soitron developed solutions that both satisfied client/account requirements and were compatible with the new platform standards. Those unique innovations came through both necessity and creativity, facilitated by having a deep understanding of both the legacy and future toolsets.

Another significant undertaking was to list all assets for each and every client account. As very little had been documented to date, this was a large and time-consuming task that was ultimately completed successfully.

Soitron successfully achieved all these goals through a combination of innovation, teamwork and decisive project management.

As with all major migration programs, teamwork, communications and organisation were vital. Project resource management was delegated to senior project managers that increased efficiencies and productivity in order to handle multiple client migrations simultaneously.

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Founded in 1991, Soiton is an IT company providing system integrations, Unified Commmunications, Content Management, Security, IT solutions and Outsourcing services to our clients across the globe.

We are an ITIL, ISO 9001 Quality Management, ISO 27001 Information Security Management certified company, with operations in the UK, Slovakia, Czech Republic, Romania, Bulgaria and Turkey. We employ over 850 qualified and experienced specialists from our state of the art delivery centres and technical training facilities.

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