CASE STUDY

BULATSA

STATE AND ADMINISTRATION

SOITRON*

**Rapid and high-quality
ITSM implementation**

"It was a great pleasure to work with SOITRON team. With their expertise they managed to meet our high demands and requirements. The project was completed on time with high quality and professionalism."

LYUDMIL ARIZANOV
Bulatsa Project Manager

1. REQUIREMENTS

- Implement an ITSM service center solution that supplies IT services
- Help the agents and end users of the company to conduct their day to day activities with **less interruptions**
- Make access to services easier within the same tool/environment

2. SOLUTION

- A fast and quality **implementation of an ITSM** service center using the ServiceNow platform
- Conguring the platform to their needs, integrating it with all required services and tools, conguring and creating all of the needed

3. RESULTS AND BENEFITS

- The strong professional integrity, good communication and team full of experts, all working together to achieve the objectives within the set timeframe, led to a smooth and pleasant work environment
- Single easy to use tool for all of their **ITSM activities**
- Functionality for easy reporting and containing all of needed information in one place

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Project summary

ServiceNow platform was used for the project and it was successfully integrated with the customer's tools and solutions - monitoring solution Nagios, threat detection platform RSA NetWitness, MS Active Directory and MS SCCM. Creating all ITSM processes, based on the customer's operational specics and leveraging the platform strengths.

Bulgarian Air Trac Services Authority (BULATSA) is a state enterprise, with headquarters in Soa and a number of regional centers across the country. BULATSA holds a license to provide air navigation services and performs state functions for provision of air navigation services in the serviced civil airspace of the Republic of Bulgaria, in conformity with the Civil Aviation Act, the ratied international agreements in the eld of civil aviation, to which the Republic of Bulgaria is a party, and the applicable regulations of the European Union. The enterprise is organized into ve main areas of activity and structural units directly subordinate to the Director General, as follows: Operational activities, Technical activities, Administrative activities, Finance and Accounting, Safety and Quality.

Challenges and Objectives

BULATSA were using a simpler tool, which had already proven to be quite limited in terms of integration with other services and platforms. The burden of managing the IT environment and servicing end users in a dierent tool was already taking its toll and impacting productivity.

This led to the main requirements of the project - to implement an ITSM service center solution that supplies IT services and helps the agents and end users of the company conduct their day to day activities with less interruptions and easier access to the needed services, accessible within the same tool/environment. All this being provided by software installation, conguration and integrationwith other systems, including the training of end users and technical personnel.

How Our Service Helped

With the integration and native capabilities of ServiceNow, we managed to achieve all goals for BULATSA. Conguring the platform to their needs, integrating it with all required services and tools, conguring and creating all of the needed ITSM processes and functionalities: Incident management; Change management; Problem management; Conguration management; Knowledge management; Service Catalog; Email integration; Custom notications; AD, Nagios, SCCM, RSA NetWitness integration.

The strong professional integrity, good communication and team full of experts, all working together to achieve the objectives within the set timeframe, led to a smooth and pleasant work environment for the customer and for our

"IT is part of our supporting services which have great impact on providing our core business services. SOITRON helped us to optimize our ITSM processes and to step up on a new level of IT support thanks to the implementation of ServiceNow platform."

VLADIMIR GRIGOROV
Bulatsa CIO

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experts working on this project. With our successful integration of the ServiceNow platform in the environment of BULATSA we managed to provide them with a single easy to use tool for all of their ITSM activities. With functionality for easy reporting and containing all of their needed information in one place. The whole project was completed in 115 calendar days, with licensing size and support for 50 agents/ITIL users and around 1100 end users.

"We were delighted to assist BULATSA in optimizing & automating their Internal support processes. We have tailored ServiceNow and integrated it with the existing environment to secure high adoption. I am glad that we were able to meet the extremely aggressive timeline while not only kept the high quality, but also incorporated all identied enhancements."

Lyubomir Chavdarov
Country IT Manager, Soitron Bulgaria

BULATSA
BULGARIAN AIR TRAFFIC SERVICES AUTHORITY

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www.bulatsa.com

SOITRON Group

SOITRON GROUP currently operates on the European market as one of the largest info-communication integrators and IT service providers with nearly 800 employees. The company's philosophy is to constantly move forward and that is why we are a leader in implementing unique technologies and innovative solutions. It offers its clients products and services in the field of robotisation and process automation, internet of things (IoT), IT infrastructure, communication and cloud solutions, IT security, IT services and outsourcing, IT advisory and applications or IT department digitalisation. SOITRON Group brings together professional teams in Slovakia, the Czech Republic, Romania, Turkey, Bulgaria, Poland and the UK.

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