Tangentia Customer Success Story

IBM Tivoli Service Request Manager (TSRM) version 7.2 Upgrade to IBM Smart Cloud Control Desk (SCCD) version 7.5 at a Major Telecommunication Company.

CUSTOMER PROFILE

- **Customer:** Large Telecommunication Company in India
- **Revenue:** Over $10B in revenue
- **Employees:** 20000+

BUSINESS CHALLENGES

- ➢ Tangentia had to migrate the customer from the current Tivoli Service Request Manager 7.2 version (TSRM) to the new Smart Cloud Control Desk version 7.5 (SCCD) in less than three months.
- ➢ The customer was facing rising costs and service disruptions in their current environment and was looking to have an automated service management tool that could be accessed via the cloud.
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- ➢ The customer also wanted to increase the no. of business users who were using the tool and were hopeful that the new simple intuitive surface would help achieve this goal.
- ➢ Timelines were set based on the number of succeeding projects that were dependent on this project rather than the amount of work involved.

SERVICES PROVIDED

- ➢ Provided consulting expertise on developing a project management plan to complete the upgrade from Tivoli Service Request Manager 7.2 version (TSRM) to the new Smart Cloud Control Desk version 7.5. (SCCD)
- ➢ Submitted a detailed test execution plan for User Acceptance Testing.
- ➢ Provided knowledge transfer on a weekly basis to the technical experts at the customer. Tangentia also facilitated a classroom session at the end of the project to answer any questions or address any topics.

RESULTS

- ➢ The migration was completed on time and on budget with the use of fast tracking.
- ➢ The client was able to reduce costs by more than 20% with the new Smart Cloud Control Desk version 7.5
- ➢ The IT Department was able to resolve issues quicker as the new version enabled them to perform basic system configurations without coding. This helped them quickly adapt to product user interface, data models and workflows.

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➢ The new interface and cloud ability was an instant success with the business users and helped the Client to increase buy in by more than 50%.

TECHNOLOGY USED

➢ Tivoli Service Cloud Control Desk 7.5 (SCCD)
➢ WebSphere Application Server 7.0
➢ DB2 version 9.7
➢ Environments: Windows and Linux
➢ Java Programming, JSP and Servlets

DELIVERY MODEL & TEAM SIZE

➢ Tangentia Consultants working within India and Canada from 2 locations - New Delhi and Toronto
➢ Total Tangentia team size of 3 consultants delivered the upgrade project on time and on budget.

Premier
Business
Partner