

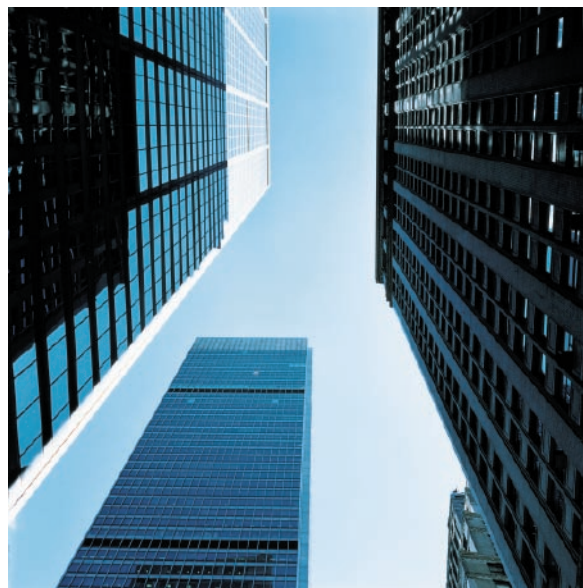
ioko puts its trust in HP OpenView to provide reliable, secure and seamlessly managed network services

change
+ hp

“If our sites go down, hundreds of thousands of pounds are at stake every hour – so service availability is of the utmost importance to our business. We’ve been making substantial investments in deploying HP OpenView technology to help us proactively manage the complex infrastructures behind these business-critical sites”

Angela Gibson, ioko Operations Director

ioko³⁶⁵



Customer at a glance:

ioko

- Industry Sector: Business Services
- Headquarters: York, Yorkshire
- Founded: 1996
- Employees: 150
- Annual Revenue: £12m
- URL: www.ioko.com

Partner at a glance:

Partners in IT

- Industry Sector: IT Consulting
- Headquarters: Bracknell, Berkshire
- Founded: 1996
- Employees: 40+
- Annual revenue: £6million
- URL: www.piit.co.uk

Technical Highlights:

HP OpenView Service Desk

- Helpdesk and Problem
- Change and Configuration
- Service Level Manager

HP OpenView Network Node Manager

Business need

ioko is a leading UK-based technology provider supporting corporate and public sector clients, including some of the world's largest organisations: Shell, Diageo, BSKyB, Coors Brewers, EMI, Alliance & Leicester and the NHS. ioko designs, builds and manages applications, platforms, IT infrastructures and global network environments from a number of secure data-centres. ioko aims to be a 'world class' provider of outsourced infrastructure and application managed services.

As part of a strategy to extend and develop ITIL best practice throughout its operations, ioko undertook to replace its service desk system. The existing application was more of a helpdesk system than a service management system. It did not support vital processes and was holding back ioko's continuous service improvement programme. As the existing application also had several other functional weaknesses, it was recognised that a more powerful and flexible solution was necessary if ioko was to be able to keep improving service quality and value.

Serving multiple customers

After tenders by several vendors, ioko chose the HP OpenView platform for two main reasons in addition to its ITIL foundation. Firstly, OpenView 'Folder Technology' allows effective separation of data so that multiple customers can be served within a single OpenView Service Desk environment. The second differentiator is that, as an integrated suite of products, OpenView also opens up opportunities for ioko to further expand and develop its end-to-end system and network management capabilities.

"These were the key areas where HP stood out for us," explains Sian Hodgson, Senior Operations Manager, ioko Managed Services. "We actually run multiple service desks and multiple customers in the same environment, on the same platform, and same database. OpenView Service Desk allows us to carry out that separation and be sure that the nature of specific content can be managed and segregated securely into distinct folders within one instance of OpenView.

"The second main advantage of OpenView is that it is part of a suite of products. We were already using Network Node Manager and being able to seamlessly integrate with that was a real bonus. The suite is very broad and gives us many more options and the wide range of OpenView products simply plug directly into Service Desk to give an end-to-end solution for 'world-class' service management."

Aligned to business needs

ioko went live in December 2004 with the whole OpenView Service Desk solution which covers HelpDesk, Problem Management, Change Management, Configuration Management and Service Level Management integrated into OpenView Network Node Manager.

Key to the success of the implementation was the expertise of Partners in IT, an HP Platinum Partner. "The whole experience has been very positive," says ioko Operations Director Angela Gibson. "We have been delighted with Partners in IT. The implementation went very smoothly and their response, in terms of the quality of people they brought into the project and their determination to create a good cultural fit with ioko, helped the implementation to progress on schedule and minimised negative business impacts".

In the early stages of the project, ioko worked closely with Partners in IT on an Alignability Process Model (APM) template which enabled pre-alignment of processes with the OpenView Service Desk configuration. Angela Gibson: "This reaped enormous benefits for us and we now have a product that is configured exactly to our processes. We also have those processes documented and available online, which feeds back into staff training, for example."

"Partners in IT put together a very detailed project plan," adds Sian Hodgson. "They are experienced in carrying out robust implementations. As a contingency we ran both systems in tandem to provide a fall-back, but we had a high level of confidence moving over to OpenView. Partners in IT won 2004 Partner of the Year from HP and, given our experience, it was well-deserved. We are very positive about the HP partner strategy and the actual partners themselves."

Challenge

- ioko's Service Desk was "reactive" and restricted the organisations ability to provide a range of proactive, integrated customer services.
- The solution had to be capable of serving multiple clients in the same environment while allowing secure segregation of content

Solution

- Service Desk allows plug-in integration with other OpenView products to give an end-to-end solution
- Folder technology allows effective separation of data to cater for multiple customers within a single Service Desk environment
- The OpenView platform effectively manages the assets of 70 companies, running over 7,000 configuration items

Results

- ITIL framework and improved quality of services and processes
- Partners in IT helped align and configure processes exactly to ioko requirements
- Seamless and fast implementation avoids costly impact on business

Reliable and effective

ioko has now migrated all of its customer base to the OpenView platform. It effectively manages the assets of 70 companies, running over 7,000 configuration items.

ioko has also seen the benefit of the data analysis tools within the OpenView suite. Incidents and problems are identified quickly and accurately; creating a repository of data that enables proactive management of client infrastructures.

"We have already found the interface to be very clear and easy to use and the benefits will increase as we add to the data in the coming months" says Angela Gibson. "A main benefit has been around the CMDB (Configuration Management Database) and being able to instantly log incidents, problems and changes against specific assets. This data - and its integration - allows us to make insightful analysis and to provide more value to our customers than was previously possible."

"We are looking to maximise the full OpenView product range to provide a 'world class' end-to-end solution for the proactive management of client's high availability infrastructures and applications. HP OpenView technology is strategic to our vision and our experience has been very positive." Angela Gibson, Operations Director, ioko.

For more information on how working with Hewlett-Packard can benefit you, please contact your local HP sales representative, or visit www.hp.com.

© 2005 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.