

POSAM SERVIO

Higher quality and efficiency of ICT services in Slovenské elektrárne using PosAm Servio solution

Industry:

Energy

Customer profile:

Slovenské elektrárne, a.s. are the dominant producer of electricity in Slovakia. Their portfolio includes 34 hydro, 2 thermal and 2 nuclear power plants.

- 4850 employees
- Revenues EUR 2 848 676 K (2011)

Since 2006, the company has been a member of Enel, multinational Italian group which is the leading producer of electricity in Italia and possesses of the second biggest installed capacity in Europe.

Major benefits of solution:

- 91,2 % of requirements are solved within the SLA agreed
- 96,6 % of users have expressed their satisfaction with the quality of services
- 15% reduction of average incident solution time

BACKGROUND

Contact Centre of the company Slovenské elektrárne a.s operates in the 24x7 mode. About 30 solution groups provide support for 4400 employees within 35 branches throughout the territory of Slovakia. First level support yearly receives approximately 45 000 requests. HP OpenView Service desk 4.5 solution was used for application support of IT service management. Since it could not meet all actual requirements and, in addition, its support was about to end, the company decided to migrate to a new system.

OBJECTIVES AND REQUIREMENTS

After careful consideration, Slovenské elektrárne decided to choose PosAm Servio solution delivered by a Slovak supplier. The solution allows full coverage of all functions of the originally used system as well as it brings a new, higher quality into support of existing processes, defined services and reporting.

In order to prevent continuity of IT service support disruption, migration to PosAm Servio during full operation was necessary. In the transition stage, both the systems - the original as well as the new one - had to be available for all users, and at the same integrity of all related data had to be constantly maintained.

A key aspect of successful transition to the new solution was migration of most data from the original system. At the same time support of original processes and services had to be maintained. Some of the processes were redesigned during migration so that they met current requirements.

SOLUTION

Introduction of PosAm Servio was preceded by a careful analysis and system configuration project. In order to eliminate the risks, migration was divided into stages and each of the stages was followed by an analysis. Migration process was then operatively adjusted with respect to the analysis result.

The first stage introduced creation of service management model and service catalogue. The model contained definitions of business and technical services, their mutual relations, quality levels of services provided (SLA, OLA), metrics for their evaluation, indicators of performance, scope of individual service provisions and the like. This stage was significantly accelerated and streamlined by integrated models for service catalogues and quality management,

“WE HAVE CHOSEN POSAM SERVIO FOR MIGRATION FROM THE HP OPEN-VIEW SERVICE DESK SYSTEM, BECAUSE IT COULD MEET OUR REQUIREMENTS IN THE BEST WAY POSSIBLE AND AT THE LOWEST COSTS.”

*Ing. Alexander Kubíni,
Head of ICT customer services*

Then it was the stage of setting configuration management and migration of data on IT assets and their mutual relations, data on solution groups, organizational structure and so on. Dynamic data structures and dynamic data relations within CMDB significantly simplified the migration. Since the new solution license conditions do not limit numbers of configuration items, no problems arose with respect to the extent of migrated data.

PosAm Servio provides its functionality in out-of-the-box form which means a reduction of implementation period to 4 months from project initialization while maintaining continuity of services. An important part of the solution is reporting which provides comprehensive information on all key parameters as well as allows evaluation of fulfillment of required objectives.

RESULTS AND BENEFITS

Automation of routine activities (events planner, automated responses, batch processing, pre-defined forms...) streamlined processes, increased performance efficiency and eliminated faults resulting from human factor.

The main contributions to high quality and efficiency of IT service management particularly include the following:

- Constant monitoring of compliance with the set quality levels of business as well as technical services
- Automated pricing of all provided services according to defined criteria.
- Automated corrective processes.
- Information in CMDB assists in evaluation of individual events and subsequently in proactive prevention of potential incidents and failures.
- Increased satisfaction of users with provided services.

The whole system communicates in Slovak language; however, there is an English language version, too, available for about 150 foreign employees.

By employing PosAm Servio, the new application support system of management of IT services, Slovenské elektrárne improve their quality and efficiency.

SOLUTION WITHIN YOUR REACH

Find more detailed information on how to ensure an efficient support of processes for IT service management in product documentation or at www.posam.sk. Do not hesitate to contact our company's business division, too.

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