

prosystems IT chose assyst as its central ITSM solution for the consolidated service provision



The Requirement

prosystems IT chose assyst as its central IT Service Management (ITSM) solution for the consolidated service provision in order to improve its cost structure and enhance the IT services offered. The integration of assyst into the existing application environment was paramount, especially the interface to IBM TEC, a rule-based event management application that integrates system, network, database and application management.

The Solution

The integration of assyst and TEC was achieved within only 5 days and instantly created a seamless bi-directional event management system. The interface eradicates duplication of effort through the automatic link of technical (e.g. physical ID of the configuration item) and organisational references (e.g. departmental ownership of the configuration item) and allows for efficient workflows and documentation for any infrastructure event.

The Interface

An event in the IT infrastructure is either logged by an end-user (blue diagram sequence) or detected by TEC (green diagram sequence), which writes the basic ticket data to disc (i.e. asset ID and error code). The ticket spooler adds further organisational details and imports this record into assyst, where an incident is raised and assigned to the appropriate Service Team. On resolution of the issue (or completion of the initiated process) the Service Teams close the incident in assyst. This automatically triggers an external job which is posted back by the assyst Job Processor with Tivoli event IDs. This in turn automatically closes the TEC ticket and updates the TEC records.

About prosystems IT

prosystems IT was founded in 2004 as the service provider for a number of savings banks in the Western part of Germany, including Sparkasse KölnBonn and Kreissparkasse Köln, two of the three largest savings banks in Germany. The outsourcer is currently looking after 13,000 PC workstations in over 600 outlets.

TEC has been enhanced with assyst's Incident, Asset and SLA Management, whereas assyst benefits from TEC's speed of reaction to issues, often before the enduser even notices anything is wrong. This leads to a very proactive resolution of issues.

Stefan Willuweit
Project Manager, Prosystems IT

With the help of the strongly ITIL-based processes of assyst we can now prove to our customers that we apply Best Practice ITSM principles. This is crucial in achieving a satisfactory market strength for our start-up.

John Vorhauer
Head of Service Management, Prosystems IT

Summary

- Optimisation of previously inconsistent and inefficient workflows.
- Service Teams only work with one application: assyst.
- Greater transparency of infrastructure with the combination of technical and organisational asset information.
- Agreed, clearly defined and authorised processes allow prosystems IT to prove its adherence to standardised Best Practice ITSM to its customers.
- Automation of time-consuming and error-prone double logging processes improves accuracy, speed and empowers staff to focus on more strategic issues.
- Integration allows creation of historical data which benefits problem management, something which was not possible with the previous ad hoc resolution of incidents.

Find out more

Further information, e-mail info@ifs.com, contact your local IFS office or visit our web site, ifs.com

