

CUSTOMER SUCCESS STORY:
CIBER INC

CIBER significantly improves customer service levels and reduces costs with CA software.

The logo for CIBER, featuring the word "ciber" in a bold, lowercase, sans-serif font. The "i" has a dot, and there is a registered trademark symbol (®) to the upper right of the "r".

Customer Profile

Industry: IT
Company: CIBER Inc
Income: \$1.2 billion (approx)
Employees: 8,500

Business Impact Summary

Business:

CIBER is a global IT services company that builds, integrates and supports applications and infrastructures for business and government clients. CIBER has 85 offices in 18 countries and its clients include many mid-market companies as well as those in the Fortune 1000.

Challenge:

CIBER is committed to delivering IT outsourcing solutions that enable its clients to reduce support costs and improve service levels. To achieve this goal, CIBER's outsourcing model must be efficient, cost-effective and flexible enough to cope with the diversity of its client base.

Solution:

To minimize the risks and costs associated with supporting multiple IT environments, CIBER has adopted CA's integrated approach to enterprise IT management (EITM). Founded on more than 60 CA products, this unified approach to IT service delivery has helped to improve resolution times and minimize client disruption.

Result:

CIBER has significantly reduced its operating costs while at the same time improving productivity, customer service levels and end user satisfaction. These factors all contribute to CIBER's competitive advantage, profitability and future growth.

Business

Providing organizations with a safe choice for IT

CIBER is a global IT services company that builds, integrates and supports applications and infrastructures for business and government clients. CIBER has 85 offices in 18 countries including India, China, Australia and the United States of America.

CIBER helps clients overcome business challenges by enabling them to do more for less and reduce their operational costs. These clients include mid-market companies as well as those in the Fortune 1000 and high-profile brands, such as Aventis, Sharp, Kraft and Fujifilm.

CIBER's services and solutions encompass enterprise integration, IT operations, outsourcing, security, enterprise resource planning (ERP) and application development and management. CIBER hopes to maintain its track record for phenomenal growth and profitability by continuing to expand its outsourcing and ERP capabilities.

In a highly competitive market, with pressures from both US and overseas rivals, CIBER prides itself on providing high-quality, differentiated services that clients are unable to deliver themselves, or would be too costly to acquire. As evidence of its high standing in the industry, CIBER was named as the number one vendor for Help Desk services in [The Black Book of Outsourcing](#). This is one of the industry's most comprehensive publications on outsourcing and a highly regarded source of information.

“Delivering efficient and cost-effective outsourcing services is essential if we are to meet our growth goals, and help our clients achieve continuous improvement.”

Anthony Ferrigno

Global Vice President of Sales and Strategy, CIBER IT Outsourcing

Challenge

Managing the diversity of customer needs

CIBER's major differentiator is its ability to develop a 'fit-for-purpose solution' that is unique to individual customers' needs when it comes to IT outsourcing. This means having the flexibility to manage with very different customer environments and business processes.

Anthony Ferrigno, Global Vice President of Sales and Strategy for CIBER IT Outsourcing (ITO), a division of CIBER, comments, “Managing multiple technologies and operating systems can lead to considerable cost and risk. We needed to find an approach to enterprise monitoring and management that was portable, modular and highly integrated.”

Minimizing cost and risk is essential if CIBER is to meet its outsourcing principles for improving the user experience, increasing application availability, reducing support costs and achieving more with less.

CIBER has eight core outsourcing segments that include infrastructure, data center, end user and disaster recovery. With these services being offered on a global 24x7 basis to more than 100 customers, CIBER faces a considerable IT management challenge.

“Delivering efficient and cost-effective outsourcing services is essential if we are to meet our growth goals and help our clients achieve continuous improvement,” comments Ferrigno. “We therefore need to be able to capture operational client information in a common platform and create standardized policies for use across the globe.”

“We are now able to provide a faster response to IT problems and take a more proactive approach to IT management.”

Anthony Ferrigno
Global Vice President of Sales and Strategy, CIBER IT Outsourcing

The complexity of CIBER’s operations is further magnified by its offshore and domestic delivery model, regulatory obligations and the need to keep pace with new technologies. As Ferrigno confirms, “As experts in IT operations, we have to stay abreast of all the latest technologies. We also need to adhere to strict IT management controls to ensure we can meet not only our internal auditing requirements but also the high level of governance standards expected by our clients.”

Solution

Leveraging the power of integrated IT

To help address these challenges, CIBER has embedded CA’s integrated approach to Enterprise IT Management (EITM) at the very heart of its IT outsourcing solutions.

Founded on more than 60 different CA products, this EITM approach has become fundamental to the day-to-day activities of CIBER’s 24x7 service desk and IT operations center.

“EITM and CA technology are baked into our IT operations outsourcing solutions and are vital for our service delivery model,” comments Ferrigno. “CA has acted as a real partner, and by identifying an overall solution rather than individual point products, has helped us achieve our vision for unified IT management.”

CIBER’s unified service model is founded on CA CMDB, a CA Change & Configuration Management solution. CA CMDB provides CIBER with an end-to-end view of the services it delivers to its customers and a unique opportunity to integrate a wide range of IT processes and management tools. Many of these processes, which are critical to productivity and customer service levels, are also based on CA solutions, and include:

- Incident & Problem Management
- Service Level Management
- Network & Voice Management.

As Ferrigno confirms, “By adopting EITM, we now have a 360-degree view of everything that is happening within our clients’ environments — from applications, systems and networks.”

Providing a faster response

Integration and automation are the key cornerstones of EITM, and have enabled CIBER to improve the quality of service it provides to its clients.

For example, with CA Network & Voice Management and CA Service Level Management solutions, CIBER can immediately detect infrastructure issues that could compromise service levels and affect customer productivity. The CA solutions not only identify the root cause of problems but also automatically open service desk incidents without manual intervention.

“We are now able to provide a faster response to IT problems and take a more proactive approach to IT management,” comments Ferrigno. “CA’s solutions help us to prioritize issues according to customer impact, thereby ensuring we allocate resources where they are needed most.”

“We have made significant financial savings both in terms of our need for additional hardware and full-time equivalent staff.”

Anthony Ferrigno

Global Vice President of Sales and Strategy, CIBER IT Outsourcing

Integration and automation does not end at the service desk; using CA's Change & Configuration Management capabilities, CIBER's service desk analysts can access all configuration details associated with a customer problem. This visibility enables CIBER to intelligently determine the resolution and if other customers or users might be impacted by the same problem.

Thanks to this unified approach to IT management, CIBER's service desk can resolve more problems on the first call — and with less financial expense.

Results

Lower costs, higher service levels

Lower call-resolution costs are just the beginning of the financial savings enabled by increased IT automation and integration. CIBER has also been able to reduce its operating costs significantly.

“We have made significant financial savings both in terms of our need for additional hardware and full-time equivalent staff. EITM has helped us reduce service delivery costs while at the same time improve resolution times,” comments Ferrigno.

In addition to the financial benefits, a unified approach to IT management has enabled CIBER to:

- Enhance productivity
- Increase customer service levels
- Improve end-user satisfaction
- Decrease human error.

These factors are all vital for maintaining CIBER's competitive advantage and profitability, as Ferrigno confirms, “An IT service provider exists for two primary reasons: to increase service levels and decrease costs for its clients. By enabling us to deliver on both these fronts, EITM helps us to strengthen our position and offerings in a competitive marketplace.”

To learn more and see how CA software solutions enable other organizations to unify and simplify IT management for better business results, visit ca.com/customers.