

CIBER delivers on its customer service promises with Enterprise IT Management.

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Executive Summary

Challenge

As an IT services provider, CIBER supports IT infrastructures for clients all over the world. CIBER has to cope with high levels of complexity, with different service delivery models, IT environments and client needs. To ensure its IT outsourcing solutions remain flexible but also efficient and cost-effective, CIBER streamlines as many core processes as possible. This means equipping its service desk and operations center with automated and integrated IT monitoring and management capabilities.

Opportunity

CIBER has deployed more than 60 integrated CA solutions to create a highly unified IT outsourcing operation. Founded on CA's holistic approach to Enterprise IT Management (EITM), CIBER's radical new approach to service delivery has enabled them to provide a faster response to its clients. The CA solutions encompass Incident & Problem Management, Service Level Management, Workload Automation, Change & Configuration Management and Network & Voice Management. By integrating these solutions through a Unified Service Model, which is underpinned by CA CMDB, CIBER now has a 360-degree view of its customers' infrastructures and the services being delivered. This approach has enabled business-centric monitoring of networks, applications and systems 24x7. Faults are easier to detect, new software can be distributed remotely and jobs can be scheduled without any manual intervention.

Benefits

The integrated and automated approach of Enterprise IT Management has enabled CIBER to:

- Increase productivity
- Reduce operational costs
- Improve customer service levels

This means CIBER is in a better position to meet its outsourcing commitments to its clients and differentiate its services in a global competitive market.

Maximizing IT performance for business gain

Sales, marketing, finance, procurement, production lines, customer support: every core business function is now underpinned by IT. As a result, any degradation in IT performance or availability can quickly impact an organization's productivity — and therefore its revenue and reputation.

According to industry analysts, an hour of systems downtime can cost anything between \$90,000 and \$4.5 million in lost revenue depending on a company's industry focus.

Maximizing IT availability and performance, however, is a highly complex process. Risks to business continuity and operational efficiency come in many forms — from malware and human error to hardware failures and overloaded networks. This means IT departments need to constantly know what is happening across an organization's IT infrastructure.

Achieving such an insight is in itself a major feat. Today's IT infrastructures involve hundreds, and often thousands, of distributed devices running multiple operating systems from multiple vendors.

Establishing an IT strategy that enables not only ongoing monitoring of these elements but also effective management is essential if organizations are to ensure their systems can meet the demands of a 21st century business. Poor IT availability or performance will soon take its toll on customer transactions and the delivery of critical services — a weighty responsibility for any enterprise IT department.

As an IT services provider, CIBER must bear this responsibility several times over. A failure of its IT monitoring capabilities could impact the activities of not only one company but its entire customer base.

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Minimizing cost and risk

CIBER has 85 offices in 18 countries including India, China, Australia and the United States of America. As well as offering extensive IT outsourcing solutions for applications and infrastructure, the company also specializes in security, enterprise integration, application development and management and enterprise resource planning (ERP).

CIBER's outsourcing offerings are focused around eight core segments including data centre, end user, monitoring and disaster recovery. All these outsourcing solutions are designed to enable CIBER's clients to reduce cost and improve service levels, and are based on the following principles:

- Performance
- Close integration
- Flexibility
- Continuous improvement

These values are common to many organizations around the world and often form the foundations for a company's IT services strategy. For many IT departments, integration often proves fundamental to achieving their other IT services objectives.

“By developing a ‘fit-for-purpose’ solution and taking a service centric approach, we can meet our customers’ needs more efficiently — which means they benefit from reduced IT costs.”

Anthony Ferrigno

Global Vice President of Sales and Strategy, CIBER IT Outsourcing

For CIBER, integration is also essential for coping with the complexity of its IT outsourcing operation and the diversity of its clients’ infrastructures. As Anthony Ferrigno, Global Vice President of Sales and Strategy for CIBER IT Outsourcing (ITO), a division of CIBER, explains, “Managing multiple technologies and operating systems can lead to considerable cost and risk. We need to simplify and integrate as many processes as possible to ensure our outsourcing services are efficient and cost-effective.”

Ensuring a centralized but flexible approach to IT services

In real terms, this means providing clients with a consistent service, ensuring that all information is captured on a centralized platform and training staff to use common operational policies.

With CIBER’s outsourcing services covering a range of IT disciplines, such as SLA, security, asset and systems management as well as job scheduling and data backup, having a centralized platform to co-ordinate all these activities is essential.

Simplifying its day-to-day outsourcing operations is not the only challenge facing CIBER. It must also be able to:

OPERATE MULTIPLE SERVICE DELIVERY MODELS CIBER offers both domestic and offshore services, which means it not only has to cope with different time zones but also variations in culture and customer expectations. For example in the UK, ITIL® is seen as a must-have for any supplier while in the USA, this best practice approach is less fundamental. Such differences are a common challenge for large organizations operating in several countries.

ENSURE HIGH LEVELS OF IT GOVERNANCE CIBER not only has to meet its own internal controls around security and regulatory compliance but also satisfy its clients auditing requirements. An excellent level of IT management control is therefore vital.

DEVELOP ‘FIT-FOR-PURPOSE’ SOLUTIONS One of the company’s key differentiators is its flexibility and ability to create solutions that meet clients’ individual needs. CIBER’s outsourcing solutions therefore need to be both portable and personalized to clients’ service and business requirements.

As Ferrigno explains, “By developing a ‘fit-for-purpose’ solution and taking a service centric approach, we can meet our customers’ needs more efficiently — which means they also benefit from reduced IT costs.”

SECTION 2: **OPPORTUNITY**

Simplified enterprise monitoring and management through increased integration

Although CIBER already had a number of IT management tools in place, very few of these were integrated. “Our existing tools were very costly, difficult and tedious to integrate and many were not integrated at all,” adds Ferrigno.

To ensure it could continue to provide its 100-plus outsourcing clients with cost-effective and efficient services, CIBER needed to adopt a more integrated approach to IT management. As Ferrigno confirms, “We needed to find an approach to enterprise monitoring and management

CIBER now has a comprehensive view of all the IT services delivered to its customers.

that would encompass all components in an IT environment, including applications, databases, networks, systems, client devices, Web infrastructure and users. The framework also needed to operate on a full array of platforms, operating systems and emerging technologies.”

The enterprise monitoring and management framework would underpin the company’s global IT outsourcing operation and be critical to CIBER’s day-to-day activities, especially at its 24x7 global service desk and IT operations center.

To find the right solution, CIBER evaluated a number of suppliers and their offerings, including CA and Enterprise IT Management (EITM). “CA’s solutions had the greatest breadth and depth in terms of the IT components and environments they supported,” comments Ferrigno. “CA’s approach also offered superior unification compared to other IT management suites and meant that we would not be tied to a specific hardware platform.”

A 360-degree view of IT services

While CIBER has adopted more than 60 CA products, it is the implementation of a unified service model that sets them apart. Founded on CA CMDB, a CA Change & Configuration Management solution, CIBER now has a comprehensive view of all the IT services delivered to its customers. This enables CIBER to take a more customer-focused approach to IT management and streamline key operational capabilities, including:

- Incident & Problem Management
- Service Level Management
- Change & Configuration Management
- Network & Voice Management
- Workload Automation

The majority of these capabilities are coordinated via the company’s IT operations center. The center is the hub of CIBER’s monitoring operation — the company currently monitors more than 10,000 IT devices at client sites.

Core to this monitoring process is the CA Network & Voice Management and Service Level Management solutions. Using CA Unicenter® Network and Systems Management (NSM), CIBER is able to monitor a wide range of systems and processes including:

- DB2 / Oracle / SQL Databases
- Messaging systems
- Web services
- ERP applications
- Network, switches, firewalls and routers
- Operating systems
- Server hardware
- Storage
- Backup jobs

The monitoring capabilities of CA Unicenter NSM are supplemented by CA SPECTRUM® and CA eHealth®, which provide real-time performance views and alarms on critical local and wide area network components within clients' infrastructures.

CA eHealth and CA SPECTRUM also enhance the fault resolution process. For example, by integrating the real-time information available in CA eHealth with historical performance data, recurring problems or trends can be more easily identified. At the same time, CA SPECTRUM enables CIBER to prioritize faults in terms of their impact on clients and service level agreements (SLAs).

"CA SPECTRUM issues real-time alerts to warn of service outages and impending SLA violations," comments Ferrigno. "The solution also helps to determine the root cause of a problem, enabling us to address the issue before a client is severely impacted."

Automated and centralized problem management

With servers, routers and ERP applications all potentially issuing performance alerts, CIBER needs to ensure it can sift through this mountain of information on a daily basis. By adopting CA's EITM approach, the company is able to capture all system alerts, events and statistics in a centralized platform. This not only simplifies ongoing management but also fault resolution, as it enables the automatic correlation of different events to swiftly identify the cause of a problem.

This centralized approach also extends to the company's helpdesk and IT service desk. Using CA Unicenter® Service Desk, a CA Incident & Problem Management solution, CIBER has been able to create a centralized repository for all tickets and knowledge.

The company's service desk handles hundreds of tickets per day on behalf of its clients. CA Unicenter Service Desk enables CIBER to capture information about these incidents in a central knowledge base, which helps to speed up the resolution process and minimize duplication of effort.

Incident & Problem Management is further enhanced by the use of CA Change & Configuration Management solution. CA Client Management Solution (CMS) integrates remote control, software delivery and asset management capabilities into a single sophisticated tool.

As a result, when a helpdesk analyst receives a call from an end user, they are immediately able to see what assets, service packs and software are in operation. The analyst can also distribute new software and patches remotely or take control of a user's client device to fix a problem. "By minimizing the need for desk-side visits at a client's site, we are able to not only reduce problem resolution costs but also the time it takes to fix an issue as we no longer have to wait for a technician to be available," comments Ferrigno.

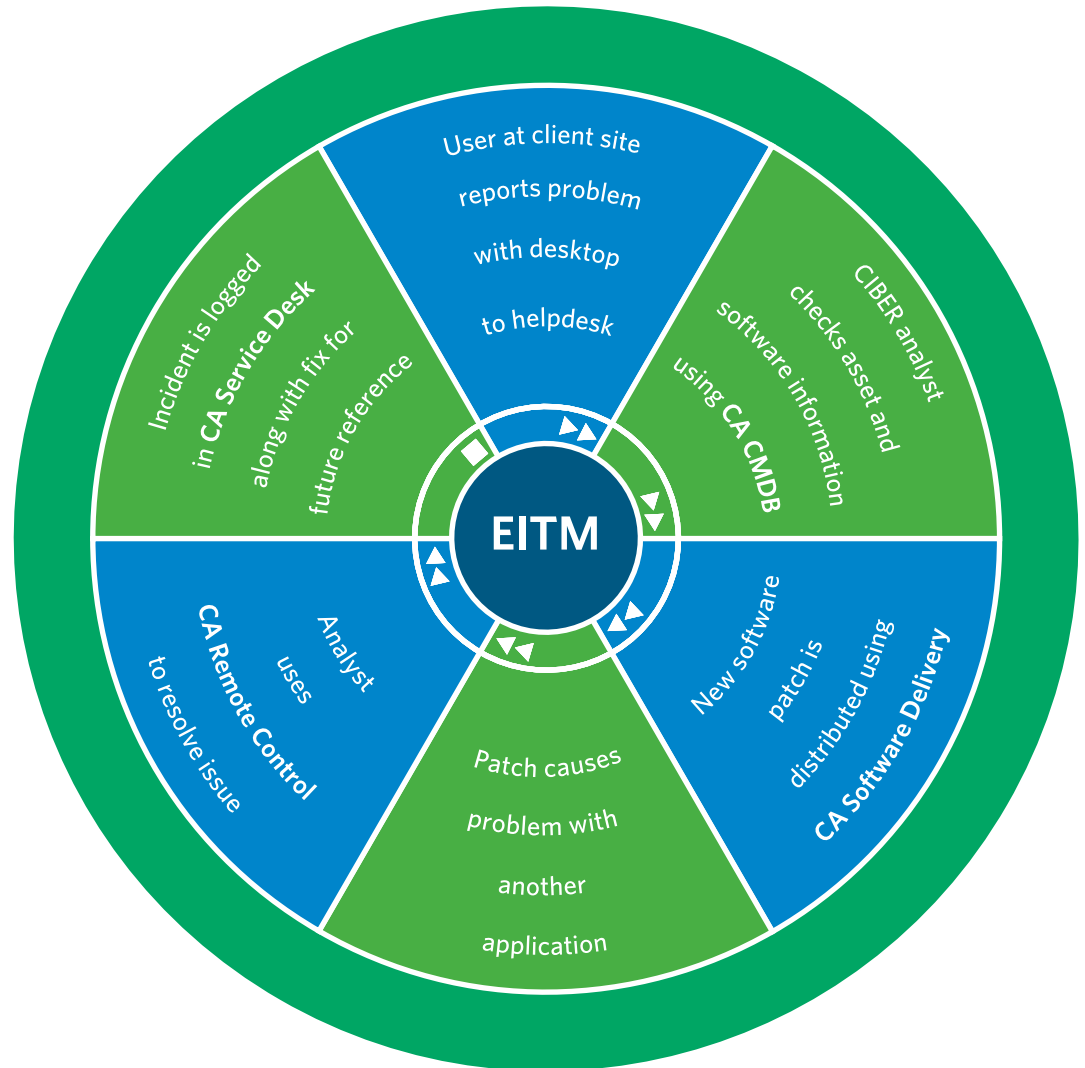
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SEAMLESS SUPPORT SERVICES

By integrating core service desk processes with CA's EITM approach, CIBER is able to provide clients with a faster response to common end user problems.

FIGURE A



Lower service delivery costs

Since equipping its service desk and helpdesk analysts with remote management capabilities, the cost per call has reduced significantly and first time fix rates have increased.

EITM has enabled CIBER to further reduce service delivery costs by almost eliminating the need for manual intervention in some IT management scenarios. For example, if CA Unicenter NSM detects a problem from a system alert, it will automatically raise a ticket within CA Unicenter Service Desk. Using this solution's customized escalation and workflow processes, CIBER can then trigger the remediation for the problem, for example a new backup run, using CA Unicenter® Autosys.

As well as helping CIBER's internal staff deliver a more efficient and cost-effective response to clients, CA solutions have also helped improve information sharing with individual customers. As part of CIBER's outsourcing offering, it enables clients to view current network management data and reports via a Web-based portal. This online resource relies on incident and problem management information from CA Unicenter Service Desk as well as CA eHealth performance data on different client devices.

SECTION 3: BENEFITS

Improved productivity and customer service levels

Providing clients with self-service management information is just one way in which CA solutions have helped CIBER enhance its outsourcing offerings. By creating an integrated platform for IT management, CIBER has also been able to:

TAKE ADVANTAGE OF INDUSTRY BEST PRACTICE CA's solutions, and in particular, CA Unicenter Service Desk, are ITIL-compatible. This means CIBER has been able to align its incident and problem management activities to recognized processes and ensure its staff uses consistent language and approaches.

DECREASE HUMAN ERROR By automating more tasks, there is less potential for mistakes to be made, which means less disruption for clients and more efficient services.

ENHANCE CHANGE MANAGEMENT Clients' infrastructures are constantly evolving, which can impact CIBER's services. With CA's solutions, CIBER now has greater visibility of any alterations or new system configurations, which means they can continue to deliver an effective service based on a client's changing needs.

SURPASS SLAS The ability to detect and prioritize incidents helps CIBER to constantly meet and surpass client expectations as set out in SLAs and contracts. CIBER can also use analytics and trending information from CA's solutions to prevent service degradation in the future.

These factors all help CIBER to deliver on its outsourcing commitments to clients, which include:

- Improving resolution times
- Reducing time to close tickets
- Increasing availability of applications & systems
- Reducing call volume
- Reducing support costs
- Handling more with less

"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, Enterprise IT Management helps us to strengthen our position and offerings in a competitive marketplace," comments Ferrigno.

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The company's ability to compete in the crowded IT services space is further enhanced by the fact that it is has been able to increase productivity while at the same time decreasing its operating costs.

"We have made significant financial savings both in terms of our need for additional hardware and full-time equivalent staff. CA has enabled us to deliver higher-value, lower-cost and more reliable services to our clients," comments Ferrigno.

With CA's solutions already making a significant contribution to CIBER's business, the company is now planning to deploy CA Project & Portfolio Management and Application Performance Management solutions. "The real power lies in CA's products working together as a single solution," comments Ferrigno. "That's why EITM is now baked into our IT operations outsourcing solutions."

SECTION 4: CONCLUSIONS

Ensuring the availability and performance of IT across multiple sites and technology platforms is essential for maintaining an organization's productivity and profitability. With IT infrastructures founded on hundreds if not thousands of different devices, IT departments face a massive operational challenge.

Only through automation and integration of core processes can efficient and cost-effective IT monitoring and management be achieved. By taking such a unified approach, IT departments will be able to reduce the need for manual intervention, speed up their response times and minimize end user downtime.

These efficiencies will in turn help to reduce overheads, improve productivity and increase service levels.

To learn more about the CA EITM architecture and technical approach, visit ca.com/eitm

CA, one of the world's largest information technology (IT) management software companies, unifies and simplifies the management of enterprise-wide IT for greater business results. Our vision, tools and expertise help customers manage risk, improve service, manage costs and align their IT investments with their business needs.

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