

**Customer Background and
Landscape, ITSM Scope**

Sovereign health fund company (UAE)

an investment authority in Abu Dhabi.

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Sovereign health fund company (UAE)

An investment authority in Abu Dhabi.



- Abu Dhabi Investment Authority has been prudently investing funds on behalf of the Government of Abu Dhabi with a focus on long-term value creation.
- The company develops innovative products and services for the residential and the business market.
- TechMahindra aligned the delivery of ITSM upgrade implementation project to analyze existing processes and streamline ITSM solution for following 5 aspects: CMDB, ITSM modules, Platform, customizations, foundation data & integrations.

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CHALLENGES IN ENVIRONMENT_____

- ✓ Unable to efficiently achieve service management processes due to non-uniformity of standard processes.
- ✓ Lack of standard integration methods.
- ✓ Increased Complexity due to redundant customizations.

PROGRAM OBJECTIVES_____

- ✓ Streamline ITSM processes, foundation data, CMDB & platform
- ✓ Efficiency improvement through processes simplification and Digitization
- ✓ Cost Control to improve overall EBITDA and reduce TCO in IT.

**Consolidated
more than 20
CMDB
classes**

**Reduction in
redundant and
complex
customizations
by 80%**

**Smart
reporting –
100+ Custom
Reports**

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SOLUTIONS

- Complete environment study to understand improvement scope
- Upgrade to BMC Remedy ITSM Suite 19.02 from Remedy 8.1
- Effective customizations
- BMC ITSM Suite, Smart Reporting, CMDB & BMC Discovery
- BMC MyIT for end users
- Integration standardization using Common Integration Framework.

BENEFITS

- Customization standardization ensured reduction of complex (unsafe) customization by 80%
- Detailed audit report of the pre project ITSM environment & process maturity leading to detailed improvement scope.
- Upgrade of ITSM ensured keeping ITSM solution up-to-date
- Consolidation of redundant classes ensured that CMDB is streamlined and more efficient and has 96+% of discovered CIs
- Automated assignment rules across 5+ ITSM modules ensured better routing of transactions.
- Implemented for HA – High Availability.
- Unified reporting solution on BMC Smart reporting platform replacing the legacy reporting solution.

- 1 3000+**
Internal employees, 200+ Technical partners
- 2 2000**
Business service models
- 3 700K +**
Configuration items spread across 25+ classes coming from ~5 sources.
- 4 10+**
Integrations
- 5 500+**
Resolvers spread across 160+ resolver groups.
- 6 75+**
Service offerings