KMD A / S

Micro Focus® Operations Bridge boosts productivity and improves fix-time rates.

Overview

IT service provider KMD has developed and currently operates more than 400 systems that support the Danish government. Efficient IT management is the cornerstone of KMD's success so it implemented a transformation project to increase workplace productivity, improve business services and further enhance operational efficiency. A crucial element to deliver this was the Micro Focus Operations Bridge, an event correlation solution.

Challenge

More Services with Zero Recruitment

With 3,000 employees in Denmark and 500 in India, KMD is one of Denmark's largest IT companies. For more than 40 years, KMD has played a key role in digitizing the Danish welfare state, helping make Denmark's public sector

> **"We had to deliver 50 percent more throughput but with the same number of people and the only way to do that was through increased automation"**

CARSTEN ABILDGAARD
IT Architect
KMD

one of the best run, most efficient and highly digitized in the world.

From main sites in Copenhagen, Aarhus, Odense and Aalborg, KMD has developed and currently operates more than 400 IT systems that support the Danish welfare state. Each year, its systems process billions of kroner in payments, equivalent to more than 25 percent of Denmark's GDP. Key social security benefits such as family allowance, maternity/paternity pay, sickness benefit and state pensions are paid through systems developed by KMD.

The company's enterprise management systems also handle the finances of many local governments. Each month a million workers in the public and private sectors receive their salary through KMD payroll systems.

With such high-profile and critical systems, efficient IT event management is the cornerstone of KMD's success and it wanted to transform its IT operations to increase workplace productivity, improve business services increasing demands of new customers, KMD and drive operational efficiency. To meet the needed to change the way it was montoring IT services.

However, the company also had another specific and ambitious goal, as IT architect Carsten

At a Glance

■ **Industry**
Financial Services

■ **Location**
Denmark

■ **Challenge**
Transform operations management to accommodate 50% more workload without additional employees.

■ **Products and Services**
Solution Management Services

■ **Results**
+ Increased productivity enabling more customer services with existing resources
+ Allowed customers to view their own infrastructure, ensuring greater transparency and a more effective customer service
+ Correlated events to help reduce service desk calls by 25 percent and reduces actionable events by 90%

Abildgaard explains: "we had to deliver 50 percent more throughput but with the same number of people and the only way to do that was through increased automation."

Solution

Increasing Event Correlation

"We chose to use Micro Focus because we have had a successful history together," says KMD's IT Service Management (ITSM) specialist, Jan Madsen. "Micro Focus has proven that it is able to deliver the solutions we need to provide our customers with the IT services they need."

The solution chosen by KMD was Micro Focus Operations Bridge. This IT event management tool solves the problem created when point solutions are used to manage complex and fragmented environments that comprise multiple tools, devices and locations. It consolidates events, metrics, and topology into a Run Time Service Model with cross domain reporting. This federates all information sources into a single pane of glass providing a unified view of the IT environment. The result is to reduce the Mean Time To Repair, cut operating costs, increase operational efficiencies and focus on the right things to keep the business on track. Micro Focus Operations Bridge merges the information from your existing IT event management tools, delivering automated discovery, monitoring and remediation from a single location.

Other monitoring and management solutions used by KMD are Micro Focus Network Node Manager i (NNMi) which constantly monitors the health of the networks and Micro Focus Universal CMDB, which maintains accurate information on IT services, infrastructure and topology. KMD also uses Micro Focus SiteScope, the agentless infrastructure monitoring software that pinpoints the availability and performance of distributed IT infrastructures, and Micro Focus Business Process Monitor, a synthetic monitoring solution that simulates business transactions to validate performance and availability across all tiers of the environment.

Results

Single Pane of Glass

The Micro Focus solutions now cover 7,000 servers and 1,500 nodes providing support to all 3,500 KMD employees.

"The migration from Micro Focus Operations Manager (OM) for Windows to Micro Focus Operations Bridge was very easy and the software itself is very intuitive," explains Abildgaard.

"The Micro Focus Operations Manager to Operations Bridge evolution program helped us a lot by providing us with guidelines and support. With Micro Focus Operations Bridge we have been able to consolidate the number of events coming into the service desk. We anticipated this could be lowered by up to 25 percent through further optimization of the root cause correlation."

Madsen adds: "Using Micro Focus Operations Bridge gives us the opportunity to correlate all the events in different ways. Previously we needed four technicians to support the different events. Now, because we're quicker to identify the root cause of an issue, we only need to call in one technician. This means fewer technicians are needed for incident resolution and we still achieve faster fix time rates."

With Micro Focus Operations Bridge the IT operations team have been able to extend 'single pane of glass' visibility to more teams across KMD.

This visibility can also be extended to customers. KMD can create customizable monitoring for individual customers, increasing the degree of transparency at a business application level. Service modeling and proactive infrastructure monitoring show the impact that every event has on services and in many cases solves problems before the business is impacted.

"Implementing Micro Focus Operations Bridge means we can now give our customers even better service, greater reassurance, and greater transparency," concludes Abildgaard.

MICRO FOCUS®