Swiss Railway SBB – iET ITSM, the missing link between IT Service Providers and SBB Informatik

SBB Informatik delivers IT services for all divisions of Schweizerische Bundesbahnen (SBB), Switzerland's largest travel and transport company. With a budget of nearly 550 million CHF ($580 million dollars), SBB Informatik operates, services, and continuously enhances 1,000 applications, including 50-70 core applications. More than 800 employees take care of SBB's IT infrastructure.

The majority of the IT services have been outsourced to external service providers, steered by SBB Informatik. This high degree of outsourcing demanded profound changes in Service Management and required better control mechanisms and tool support.

Challenge: Manage a Multitude of external Service Providers

"In our role as internal service integrator, we have to ensure the integrated service delivery through a holistic Service Management, and at the same time react quickly and flexibly to customers' change requests – even when services are delivered by multiple providers," explains Jochen Decker, Head of IT Operations Management, Schweizerische Bundesbahnen.

With regard to Service Management SBB Informatik faced system challenges such as:

► Control:
SBB Informatik did not have full control over processes, data and tools.

► Processes:
It was almost impossible to adjust tools to new or changed processes.

► Systems:
A variety of different systems led to breaks in information and data transfer.

► Standardization
Service Management was not adequately standardized concerning processes, nomenclature and tools.

Solution: iET ITSM as a Central Control Platform

Service Management was adjusted to the multi-provider situation, and it was further developed in two comprehensive projects. One important goal of these projects was to regain full control over processes, tools and data. This allowed SBB Informatik independence from external sources and the ability to optimally manage their providers.

From 2009-2011, iET Solutions' ITSM has been implemented stepwise to function as the central control platform for Request Fulfillment, Change, and Problem Management. SBB Informatik's four key service providers (Swisscom IT Services, Lexmark, SBB Telekom, and T-Systems) are now connected to iET ITSM via interfaces. The minor service providers are mainly steered using email.

Request Fulfillment

At SBB, the most urgent need for action was in the core process "Manage IT Equipment" (Request Fulfillment), which is responsible for orders, changes and return of IT equipment for all of SBB's 28,000 employees.

Request Fulfillment was characterized by a variety of tools, all not integrated with each other. This led to many manual operations and loss of time. Swisscom IT Services, one of the key service providers, historically owned the Configuration Management Database (CMDB). To regain ownership, SBB Informatik started to build up an internal CMDB for 300,000 Configuration Items with status "in use," including hardware, software and entitlements. All Configuration Items that belong to desktop services are managed with iET ITSM's CMDB.

THE SOLUTION AT A GLANCE
► iET ITSM is the central platform to manage multiple service providers

► Integration of all key service providers using standard interfaces

► Control of the core process "Manage IT Equipment" (Request Fulfillment)

► Implementation of Change Management

► Problem Management implementation underway

► 28,000 SBB employees have access to iET ITSM using the web interface

KEY BENEFITS
► Continuous and consistent approval processes in one integrated tool for the management of IT and telecommunication equipment

► Shorter processing times by eliminating 10 manual interfaces

► More efficient processes by removing 7 applications

► Improved cost control for desktop services because of transparent cost

► Discovery of inventory errors because of automated data quality assessment

► Reduction of various full-time-equivalents in Operations Management

►Reduction of process cost

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Now, complete data sovereignty over the CMDB is solely in the hands of SBB Informatik. The CMDB has an interface to the central platform iET ITSM, which handles per month:

- 2,500 new orders
- 1,100 requests for return
- 100 relocation requests
- 10,000 inventory changes (approximately 98% are fully automated)
- 2,700 unstructured user requests

SBB Informatik succeeded in reaching their goals set for Request Fulfillment:

- Significant improvement in inventory quality and control of providers
- Increased cost awareness by employees, through transparent service reporting, which has also led to better control of provided services
- Reduced process cost through continuous order, delivery and accounting processes
- Complex tool portfolio integrated and unified by iET ITSM

Change Management

Bigger parts of the Change process weren't running smoothly. Therefore Change Management was redesigned with the support of iET ITSM in 2011. This helped to eliminate time consuming loops when transferring changes to executing external service providers. In addition, SBB Informatik took over ownership for the Change process, including data and tools. The company is now able to fully manage and coordinate the 300 changes per month. Data ownership is now in SBB's hands and extensive reporting of performance indicators is now possible. For this purpose raw data is exported from iET ITSM, and depending on requirements either edited with Crystal Reports or imported into SAP for accounting purposes.

The service staff appreciates iET ITSM's simple and intuitive user interface.

The high user acceptance helps to ensure contractual agreements such as processing times.

"We can now easily adjust iET ITSM to single and continual improvements in the Change Management process, as well as in policies. This gives us the necessary flexibility that we need to provide customer support and perform efficient provider management," says Jochen Decker.

Changing providers is now much easier as the enhancements in Request Fulfillment and Change Management reduced SBB Informatik's dependency on single service providers.

Interfaces – Significant Value in Multi-Provider Management

The possibility to easily connect providers to the SBB systems is essential when managing a multitude of service providers. Because of this, iET ITSM has been further developed so that new interfaces can be configured in iET ITSM's Workcenter. "We appreciate iET ITSM because we can now add, test and operate web service, database and file interfaces, as well as automated and structured emails with very limited effort," says Jochen Decker.

Outlook - Problem Management

At present SBB Informatik is strengthening Problem Management with the help of iET ITSM. The goal is to regain full process control, and to improve process effectiveness and efficiency. As in Change Management, the integration of service providers will be improved, and reporting capabilities facilitated. SBB plans to finish implementation of Problem Management by the end of 2011.

ABOUT SBB

The SBB Group is made up of four divisions: Passenger, Freight (SBB Cargo) Infrastructure and Real Estate. In addition to these are the Control and Service functions, which include Corporate Finance and Personnel. Every day, the 3,000-kilometer network carries 8,000-9,000 passenger trains and 220,000 tons of freight. 28,000 employees work round the clock to keep the trains running safely and punctually. So SBB isn't just the largest travel and transport company in Switzerland, it's also one of the biggest employers.

SBB Information Technology supports and helps to develop the company's rail business by providing modern information technology. The use of IT at SBB is therefore set to increase even further. Information Technology's staff develop IT solutions that guarantee stable IT services making it easier for SBB's customers to reliably travel by public transport.

www.sbb.ch

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iET Solutions is a leading global provider of IT Service Management and Software Asset Management solutions for mid-size and large enterprises. By providing a fully integrated, customizable IT Service Management solution built around ITIL best practices, along with the only proven immediate process analyzing and optimizing capability, and a best-of-breed license entitlement management solution, iET Solutions allows its customers to streamline service operations, enhance customer service, improve profitability, reduce IT costs and mitigate audit risks. More than 51,000 users in 26 countries partner with iET Solutions to drive the success of their business. For more information, visit www.iet-solutions.com or call 1-800-438-1850.

Locations
Corporate Headquarters
iET Solutions, LLC
959 Concord Street
Framingham, MA 01701, USA
Phone: +1 508 416 9010
sales@iet-solutions.com
www.iet-solutions.com

European Headquarters
iET Solutions GmbH
Boschetsrieder Straße 67
81379 Muenchen, Germany
Phone: +49 89 74 85 89 0
info@iet-solutions.de
www.iet-solutions.de

UK Headquarters
iET Solutions Ltd
No. 1 Liverpool Street
London, EC2M 7QD
United Kingdom
Phone: +44 207 956 2031
info@iet-solutions.co.uk