Pharmaceutical and Plastics Group Enhances Centralized, ITIL-Based Service Management

OBG

Profile:
Privately held pharmaceuticals, plastics and industrial additives group

Location:
Headquartered in Liverpool, UK, with six other UK locations

Industry:
Manufacturing and Distribution

Website:
obg.co.uk/

Solutions:
Ivanti® Service Manager, powered by Heat

Benefits:
- Ability to flexibly grow and adapt in line with OBG's acquisition strategy
- Efficiency improvements of over 30% within eight months
- Improved IT operations with centralized, ITIL-based processes and a cornerstone management platform that enables the business to meet pharmaceutical regulations and allows IT to react in real time
- Improved user satisfaction and support with incident, service request, problem, knowledge management, and change and configuration modules, increasing user productivity

The growth of OBG in recent years has stemmed from its ambitious acquisition of science-led companies. Danny Dunwoody, IT Manager, OBG, oversees group support and operations with a team of five, supporting 300 users across seven UK locations. Recently OBG determined it needed a new service management solution to better support growth and business requirements.

"Having used a service desk management tool for several years, we entered this evaluation process with a defined vision," Dunwoody said. "We wanted the IT group to facilitate business growth, straight off the bat, and to shift from being a reactive helpdesk to a proactive, full-service business enabler—recognized internally and externally and help achieve international accreditations such as ISO 20 000 standard."

To achieve this, Dunwoody first grew the IT team itself, expanding from three to five people, before starting the search for a supporting service management platform that would support centralized, ITIL-based practices, deemed critical in pharmaceutical division due to the high levels of regulation for processes. Dunwoody also determined it was essential that the selected platform accommodate user growth out-of-the-box, integrate with existing software, increase service levels, and offer automated workflows that were customizable to suit different business areas.

OBG's research included referencing Gartner's Magic Quadrant for ITIL-based leaders in the field, together with exploring smaller niche solutions. Ivanti made the final shortlist due to excellent peer reviews and enterprise functionality that could be highly tuned—but with an acceptable price tag.

In turn, Ivanti introduced specialist service delivery partner, CTMS, to deliver initial functionality demos of Ivanti® Service Manager, followed with a proof of concept (POC) that convinced OBG that the platform met existing and future business goals.

Dunwoody recalls, "Given we had been exploring solutions for 24 months and were already experienced using a service management solution that offered limited ITIL capabilities, we were pretty confident that we knew what we were looking for and Ivanti matched our objectives, largely out-of-the-box."

Solution Delivered Out-of-the-Box in Just Over Six Weeks

Phase 1 commenced with the seamless rollout of Service Manager's Incident Management. Previously, OBG incidents had been hard to manage and classify, with no ability to quickly detail likely causes, types, responsible systems, escalations, and SLA breaches, or to determine prioritization levels. With Incident Management deployed, OBG can now monitor incoming incidents in real time, using analysis to determine which incidents are caused by underlying issues. This gives the relatively small IT team the insight needed to prioritise and fix incidents and issues.

Next came Ivanti's Service Request Management to automate and improve business processes such as new-employee onboarding. Previously, when new hires started, users had to submit a minimum of five forms—and up to as many as 20—resulting in a poor user experience with no visibility into progress on different approvals and workflows. Now using Service Request Management, only one service request flows through the business seeking appropriate approvals. Automated workflows mean that IT, managers, and users can view current status and delivery dates, taking immediate action on outstanding approvals or other actions.

Service Manager's Problem Management was also delivered in the first phase. In the past, problems at OBG were sometimes logged incorrectly or not captured. The Problem Management deployment means that OBG now has a central, ITIL-compliant system where all problems are recognized and causes are identified—and they are managed to resolution.

Forming the last part of Phase 1 rollout was Service Manager's Knowledge Management, with articles on procedures, FAQs, instant answers, best practices, and user guides added progressively to make it easier and more engaging for users to help themselves without involving the service desk.

OBG Meets Tight Pharmaceutical Regulations in Phase 2

Phase 2 focused on the implementation of Change and Configuration Management at OBG. Within pharmaceuticals, change management is a key area for quality-management regulation as IT must protect against uncontrolled and unplanned changes that can trigger and escalate incidents.

With the Change Management module deployed, all affected areas of the business are automatically involved in input, knowledge sharing, and sign off before changes occur, ensuring delivery of a quality management system. Configuration Management defines, identifies, and reports on Configuration Items (CI) across the IT landscape preventing negative service effects. The service delivery partner, CTMS, also helped OBG link Ivanti Service Manager to their existing IT discovery tool——feeding information back into the Ivanti Configuration Management Database (CMDB).

Phase 3 rollout will expand Service Manager to be the cornerstone between different systems in order to identify and track key events and incidents proactively. Using real-time tracking, IT will be alerted to fix issues before users become aware, further increasing service levels and keeping users productive.

Significant Departmental Savings Achieved in First Eight Months

Within the first eight months of using Ivanti, OBG's IT department realized significant manpower and productivity savings. To deliver the increased service levels now experienced, OBG predicts it would have needed to hire at least another support headcount into IT, costing thousands per month. Danny Dunwoody's own worktime productivity levels have also been enhanced. Today, the overhead of incident management and firefighting are greatly reduced, so that Dunwoody estimates he has been able to reclaim 30% of his time to focus on the next stages of enablement and productivity gains.

Perceptions are changing outside of IT as well. The help desk group, once viewed as reactive, is now considered as a proactive enabler of business processes and a leader of service management across the business. Detailed and published management reporting from within Ivanti Service Manager highlights and tracks the progress of IT, providing dashboards, weekly stats, and quarterly overviews for the Board highlighting advances.

Dunwoody concludes, "As we move forward, Ivanti is becoming increasingly core to OBG as we integrate other systems into IT Service Manager. We have come a long way in a very short time and we are still making significant advances. Even with just eight months of usage, we are confident that we made the right choice—in both the Ivanti platform and with CTMS as a supporting partner—that is helping achieve our business goals. Usage has allowed us to make great strides in achieving our ISO 20 000 accreditation in the near future."

Note: OBG's results are specific to its total customer environment / experience, of which Ivanti is a part. Individual results may vary based on each customer's unique environment.

www.ivanti.co.uk

+44 (0) 1344 442100

contact@ivanti.co.uk