SUEK and SGC Power Growth with Ivanti Enterprise Service Management

Profile: Group of companies SUEK and SGC. Coal mining and processing; production and sale of heat and electricity; heating and hot water supply.

Location: Russia

Industry: Coal and Energy

Website: suek.ru

Solutions:

- Ivanti® Enterprise Service Manager
    - Ivanti® Asset Manager
    - Ivanti® Service Manager

Summary:

- Large organizations merged, fueling significant growth, tripling requests and requirements; previous system was not able to handle increased complexity.
- Now 900 analysts and 20,000 end users solving an additional 84% more incidents with the Ivanti system without performance issues.
- Improved user experience: Simple, intuitive interface for IT professionals and users. SLA compliance rate improved more than 13%, user feedback and scores improved and 30% of work is now handled via self-service.
- Higher visibility and accuracy of asset data: assets are discovered, managed, and optimized and provide great insights and analytics for specialists, team leaders, and service managers.
- Service and Asset management processes are automated for IT and other business departments (HR, Facility, etc.).

Siberian Coal Energy Company (SUEK), founded in 2001, ranks first in Russia in terms of coal production (106.2 million tons), sixth in the world, and fourth in terms of international coal sales.

The Siberian Generation Company (SGC), founded in 2009, is the largest energy holding in Siberia. SGC stations account for about 25% of heat and electricity generation in the region.

The group includes 27 mines, 26 thermal power plants, and three ports. The SUEK and SGC group of companies employ more than 100,000 people.

Limitations of Existing System

With the constant growth of SUEK and SGC groups, and consequently, an increase in the number of employees, IT-team faced many problems that hindered the rapid application of new practices and the connection of new users to their previous ITSM system. The inadequate speed of the existing tool also caused many problems with increasing loads.

Alexander Kornienkov notes, Deputy Head of IT Service, notes: "The unfriendliness of the interfaces, the limited availability of forms and functionality, and no ability to make our own modifications to the system for the new needs of the company caused many difficulties when launching new processes."

Reliable and Right-sized Ivanti ESM Platform Meets Requirements Today and Tomorrow

Initially, the Ivanti Enterprise Service Management (ESM) system was deployed only in the SGC Group. But in 2019, SGC merged with SUEK. As Alexander Kornienkov explains, when merging such large organizations, there are always many questions about

the integration of infrastructure, the choice of key systems, and the interaction of personnel.

"The flexibility, speed, and technical features of the system allow accepting new users of other facilities for support without worrying about whether the system will 'cope' with the additional load or not."

— Alexander Kornienkov
Deputy Head of IT Service LLC SGC

"Thanks to the flexibility of the Ivanti ESM platform," Alexander says, "we managed to restructure the processes and consider the specifics of the work and the interests of both parties. Now, already in the united company, we continue to actively develop and improve processes and, accordingly, systems for them."

He adds, "As planned, we continue to improve and expand our coverage in dealing with Change and Problem Management. We have big plans for Asset Management; in the near future budgeting will be based on information from the CMDB and asset repository as well as stock management." Another big advantage of the Ivanti ESM solution is that Service Manager and Asset Manager are on the same platform. Asset Data can easily be discovered, normalized and reconciled. It's easy and automated to populate the CMDB and asset repository with accurate asset data and make more informed decisions in regards to supporting users, securing assets, optimizing costs, and budgeting

The key point of the process in SGC is the fact that activities are subdivided between roles and geo-distributed ITAM-analysts in different regions. They have a very complicated user access matrix or actually 'a tree'. This helps supporting the compliance of asset location in the most accurate way.

Since the introduction of Ivanti ESM, the number of active users of the system has doubled, reaching 20,000 in 2020. The number of specialists has also increased significantly. Now more than 900 analysts work with the Ivanti platform. IT is able to consistently provide high level of service with the Ivanti ESM solution while supporting these growth requirements.

Developing Shift Left Technology to Automate Tasks

Automating tasks and taking advantage of Shift Left technology that Ivanti has to offer is also a priority for SGC. "We are also developing Shift Left technology (zero level of support and self-service). It allows us to increase the percentage of closed requests on the first line of support, or by users themselves, by providing recommendations and ready-made solutions to the issues that have arisen," says Alexander.

With ESM, hyper-automation bots can be triggered to automatically detect issues without having to escalate mundane tasks to specialists. This frees up time to focus on other key priorities and strategic tasks.

Enterprise Service Management Approach

SGC specialists use the system to automate not only IT processes, but also the main business department activities. At the moment, the company has implemented the following processes: Incident Management, Problem Management, Change Management, Event Management, Service Level Management, Configuration Management, Service Asset Management, and Stock Management. Users contact the service desk through a single portal on all issues related to IT and other business processes. These include, for example, the sale of electricity and power, economic management, personnel management (HR), production-equipment maintenance and repair, etc.

"With the introduction of Ivanti, collecting and analyzing IT metrics for budgeting and procurement is transparent and straightforward."

— Alexander Kornienkov
Deputy Head of IT Service LLC SGC

For comparison, the number of requests processed daily has more than tripled, from 580 in 2017 to 1,870 in 2020. Great attention is paid to user satisfaction, consistent questionnaires, and monitoring the implementation of internal and external agreements.
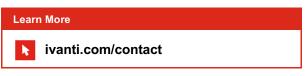
Results

On top of a finding a tool that met their growing needs that can provide self-service tools in one single portal, SGC has seen a variety of other results. Now, the team of analysts can manage the significant amount of incidents logged while staying SLA compliant and keeping end users satisfied. "Of course, as in any system, there are some peculiarities, but in general everything is easy to use and intuitive," says Alexander Kornienkov. "It's a pleasure to work with Ivanti experts. We have repeatedly asked for help and advice and have always received a competent, detailed answer. We note the quick response and willingness to help. The obligations were complied with in full, and there are no complaints. We hope to continue our fruitful cooperation in the future."

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

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