

Effective Event and Incident Management

The pharmaceutical research industry is heavily reliant upon technology to provide IT services that drive the innovative research solutions differentiating their organizations within the industry. Success requires that internal IT services are up, available, and as efficient as possible, because downtime and inefficiency equates to lost revenue and opportunities. The firm needed to find a solution that would serve as the foundation of an Event Management platform, aggregate various monitoring and event tools into a single “Manager of Managers” system, and integrate these tools into their existing Ticketing and Incident Management system, ServiceNow. Seeking a holistic solution that required software tooling, as well as implementation, integration, and process oriented services, they reached out to Vicom for help.



Challenge

The firm was using an outside organization to provide their Event Management solution. Notifications were sent from their systems to an offsite provider, which interpreted and triaged these incidents and sent them back in house to the firm’s ticketing and Incident Management system for an appropriate response. As the firm continued to grow, and the portfolio of its IT service needs grew, this Event Management platform was deemed to be more complex, inflexible and expensive than originally had been anticipated.

An Event Management platform was needed that would aggregate their various monitoring tools, seamlessly integrate with their existing ServiceNow system, and provide for real-time analytics, dashboarding, trending, and automated workflows within ServiceNow.

Implications

The challenges with their existing Event Management solution made it very difficult to capture notifications (Events) centrally and have them processed and assigned quickly and efficiently for resolution. In addition, there was no automated way for notifications (events) to be filtered, interpreted and assigned based upon severity and business impact. Consequently, the Incident Management team was required to manually interpret all notifications, and prioritize and assign them based upon individual tools’ interpretation of the event; there was no higher-level, aggregated view to correlate input from multiple tools, which could potentially resolve incidents at their root cause. This caused the time to resolution of their incidents to increase beyond what was considered acceptable.

As well, there were dozens of different software tools providing many different notifications; each event needed to be examined in light of other events in order to resolve incidents, and this became very difficult to do manually.

Solution

Vicom worked with the firm while they were evaluating various different solutions, to create a holistic solution that would bring Event

Management back in-house from the outside service provider. Ultimately it was determined that the best fit from a software tooling perspective was IBM Netcool, due to its ability to scale, aggregate many different tools and provide for deep integration into their ServiceNow platform. While other vendor solutions required multiple software tools (and therefore integration points), IBM Netcool alone had the breadth and depth need to provide the holistic solution that was needed.

Vicom provided the software tooling (IBM Netcool) and the services to implement these tools. In addition, Vicom delivered three critical components for the functional ability of the solution: 1) integration of the Netcool into their Ticketing and Incident Management platform, ServiceNow, 2) development of new templates and workflows within ServiceNow for Incident Management, and 3) creating new policies and procedures, based upon the ITIL framework, to ensure that this new Event Management solution provided value to the organization and fulfilled its intended function. In addition, Vicom will provide ongoing support of this new environment for 2 years.

Benefits

The solution provided to the firm included all necessary components to bring their Event Management solution back in-house; it includes the software tooling, the implementation services, the integration with ServiceNow, new policies and procedures, and 2 years of support for the new environment. The solution addressed all their needs in a holistic way and with a single trusted advisor, Vicom.

Vicom’s Netcool-based solution has allowed the firm to bring their Event Management platform back in-house in a much more cost-effective manner than their previous outsourced arrangement. But just as important as cost-effectiveness, they were able to provide an aggregated system for all notifications and events, integrated with ServiceNow, that provides faster, more accurate and more automated resolutions to IT service issues. This has led to fewer service outages and quicker time to resolution for the services that end users receive.

About

- Leader in drug research and development
- Progressive adopter and user of technology in an industry in which use of technology provides innovation and competitive advantage
- Had need to implement and new Event Management platform

Solution Highlights

- IBM Netcool software and Event Management software tool
- Implementation of new software platform
- Integration of Netcool software into existing ServiceNow Incident Management environment
- Development of workflows and templates within ServiceNow
- Creation and validating new ITIL base processes and procedures for new Event Management environment
- Support for environment for 2 years