

# Transform the data center

## Customer Solution Case Study



Health Trust accelerates ITIL Maturity, achieves SDI certification and enables business aligned ITSM.

**Customer:** Belfast Health and Social Care Trust

**Website:**

<http://www.belfasttrust.hscni.net/>

**Customer Size:** 22,000 employees

**Country or Region:** United Kingdom

**Industry:** Health Provider

**Partner:** Cased Dimensions

**Website:**

<http://www.belfasttrust.hscni.net/>

**Customer Profile**

Belfast Health and Social Trust provides health and social care to 340,000 residents in Belfast and Northern Ireland.

**Software and Services**

- Microsoft Server Product Portfolio
  - Microsoft Exchange Server 2010
  - Microsoft Lync Server 2010
  - Cased Dimensions HTML5 Self-Service Portal
  - Microsoft System Center 2012
    - Service Manager
    - Operation Manager
    - Configuration Manager
    - Orchestrator
  - Active Directory Domain Services
- Services
  - Cased Dimensions Professional Services
  - ITSM Process Definition Workshop
  - Platform Architecture
  - Deployment & Configuration
  - Remote Support

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“The beauty of Service Manager is its automation of the CMDB data layer with Configuration Management. Microsoft provides a service desk that out of the box integrates with other Microsoft technologies, automates the CMDB and enables ITIL.”

Cormac O'Brien, ICT Services Manager, Belfast Health and Social Trust (**BHSCT**)

The service desk at Belfast Health and Social Trust handles 60,000 incidents & service requests a year and sought to improve automated service delivery. The organization worked with Cased Dimensions to architect & configure a platform based on the automated management capabilities of Microsoft System Center 2012 Service Manager. Now BHSCT benefits from business aligned Service Management, portal enabled Self-Service and Service Desk Institute independent certification.

**Business Needs**

The Belfast Health and Social Trust operates in Northern Ireland through a network of six organizations and more than 100 physical locations with an annual budget of about GBP£1 billion (US\$1.6 billion). The organization delivers 24-hour care and specialized services to the citizens of Greater Belfast and the wider community of Northern Ireland. With a staff of approximately 20,000, it is one of the largest trusts in Europe.

The Information, Communication, and Technology (ICT) arm of the trust has 85 core IT personnel. “We provide support services and run a service desk 24 hours a day, seven days a week,” says Cormac O'Brien, ICT Services Manager, Belfast

Health and Social Trust. “We support more than 100 tier 1 applications and handle up to 60,000 incidents & service requests a year.”

The trust operates a shared support model with an offsite vendor. A third-party software, prior to the introduction of Service Manager, didn't interoperate well with the ICT's technology infrastructure.

Limitations included poor process orchestration, lack of portal enabled self-service, labor intensive support and poor reporting.

“We wanted to raise our maturity level in terms of how we provide services to users. As with most companies, we had to do

enable more productivity to our existing team” says Cormac O’Brien. “To achieve this we focused on properly configured self-service portal, service request process configuration plus change, problem and incident management configuration.”

## Solution

Belfast Health and Social Care Trust (BHSC) engaged Cased Dimensions to facilitate ITIL process definition followed by architecting, installation and configuration the System Center 2012 Service Manager. Service Manager includes modules for incident, service request, problem, change, release, CMDB and configuration management.

Cased Dimensions, a member of the Microsoft Partner Network, is a specialist partner aiding clients across 20 countries to implement System Center 2012 Service Manager. BHSC engaged Cased Dimensions due to their SCSM and ITIL expertise plus the Cased Dimensions HTML5 Enterprise Self-Service Portal.

Service Manager, delivered for BHSC, interoperates with the Configuration Manager component of Microsoft System Center 2012, providing automated configuration management, enabling accurate control for devices and applications within the Service Desk.

Service Manager also works with Operations Manager, which provides rich infrastructure monitoring and integrated alerting to Service Manager ensuring the performance and availability of vital Business Services.

The solution also works with Active Directory, which stores information about organizations, computers, printers, software and users.

Finally, Service Manager integrated with Lync for real time communication and collaboration to clients.

Liam Murray, MD Cased Dimensions, commented “Employee (client) perception is

paramount. If users receive a telephone call from the Service Desk to request input, they often reject the call not understanding it is the Service Desk. They then complain. With Lync, communication is instantaneous and users always respond - even if busy. Users are happy due to Microsoft’s enablement of collaboration.”

Cased Dimensions deployed a team that worked 24 hours a day to get the service desk running. Services included facilitating Service Desk process and data design followed by database and application deployment; configuration, training and go-live support. Cased Dimensions today provides a remote support function to support BHSC in managing & changing Service Manager.

Cased Dimensions wrote Service Manager Management Packs (software modules) to increase the functionality of Service Manager. It created an HTML5 self-service portal, making it possible for employees to submit & view requests and incidents. Cased Dimensions also extended the Request Offering feature of Service Manager to allow BHSC ask many questions via the Self-Service portal which empowers “right first time” information. This in turn allows the routing of requests to the correct support team and faster resolution times as Service Desk Analysts are empowered with good information.

With Service Manager BHSC automates the Configuration Management process. Maintenance of live CI information is automated. Data is automatically updated from Configuration Manager, Operations Manager and Active Directory. This enables accurate and mature data in one place.

“All the relevant information is provided via a single interface,” says Cormac O’Brien. “We have information about every entity in our business platform, including their histories – CI’s, Users and Work Item Tickets. With this kind of information, we

can easily triage and diagnose issues or requests—from a single interface—and even remotely control a user’s device to resolve an issue.”

## Benefits

By using Service Manager as its service desk, BHSC has enhanced service desk productivity and enabled Business aligned support. “The beauty of Service Manager is that it automates the data layer,” says Cormac O’Brien. “Data is needed to empower process. Process efficiency was our focus to aid service improvement.”

### Improved Industry-Wide Reputation

Since deploying Service Manager, the trust has gained accreditation from Service Desk Institute (SDI), an internationally recognized independent authority that certifies organizations based on how they adhere to best practice standards for service desks.



“By using Service Manager, our ITSM processes were able to mature in a very fast and easy manner proven by our SDI accreditation,” says Cormac O’Brien. “We now provide a better and more consistent business aligned service to our users.”

### Increased Service Desk Productivity

BHSC’s employees now use the self-service portal to fill out a form for their IT requests through Cased Dimensions HTML5 Self-Service Portal. “Productivity is enhanced as we now have users submitting accurate first time information. Service Desk Analysts do not have to type information for employees” says Cormac O’Brien. “With 60,000 Service Requests and Incidents, Return on Investment was rapid whilst users are happier.”

### Speed of Service Request & Incident Resolution

In surveys, employees are now giving very high approval ratings to the ICT Team. This is due to quicker resolution enabled by “right first time” information and well defined IT Service Management Process.