



Objective

Identify tools to improve IT service management and support governance of processes for IT projects

Approach

Researched the market for suitable software solutions

IT Matters

- Offers a single, fully-integrated ITIL v3-compliant ITSM platform, eliminating duplication and improving service quality
- Controls the management of problems, incidents, change and knowledge, creating a more efficient ITSM environment
- Builds, tests and delivers high-quality applications rapidly, enhancing the end-user experience
- Supports Service Level Agreements (SLA), improving the customer experience

Business Matters

- Improves workflows across the organisation, aligning IT more closely to the business
- Satisfies the organisation's IT service management and governance requirements, supporting long-term growth objectives
- Lowers IT service delivery times, accelerating time-to-market for new applications
- Delivers IT projects on time and to budget, satisfying business objectives

National Water Company transforms IT service delivery

HPE IT Operations Management software enhances ITSM and governance



The National Water Company of Saudi Arabia deploys several HPE IT Operations Management software solutions to improve ITSM and IT governance. The software also helps to deliver high-quality, high-performance applications and timely, on-budget IT projects. The new IT landscape enhances service levels, boosts the end-user experience, aligns IT more closely with the business and supports future growth objectives.

Challenge

Shift to privatisation

Until the formation of the National Water Company (NWC) in 2008, Saudi Arabia's Ministry of Water and Electricity was responsible for policy, regulation and service provision within the water supply and wastewater treatment industries.

In a drive to enhance service and efficiency, the kingdom placed the responsibility for service provision in the hands of a public and private sector partnership. NWC contracts out water distribution services for individual cities to private sector businesses.

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— Raed Ibrahim Sharif, IT compliance manager, National Water Company

“We currently manage three contracts with foreign organisations which supply water and sanitation services to the cities of Riyadh, Jeddah, Mecca and Taif,” explains Raed Ibrahim Sharif, IT compliance manager, National Water Company.

“Our long-term objective is to steadily transfer responsibility for these services from government-controlled entities to private sector businesses across the land.”

NWC operates nine customer service centres in the four cities; five in Riyadh, two in Jeddah and one in both Mecca and Taif. Like most modern organisations, NWC employs software to monitor and manage IT services, applications and a comprehensive portfolio of business-related IT projects.

IT service management and compliance

“We have two major IT challenges,” continues Sharif. “Improving IT service management and ensuring governance for IT projects. We need to resolve these issues as we’re obliged to conduct numerous audits to maintain IT compliance.”

NWC therefore sought software products to create a consolidated, industry-recognised IT Service Management (ITSM) solution to drive these changes, aid IT Infrastructure Library (ITIL) compliance and improve the end-user experience.

After reviewing the market for suitable software, NWC decided to implement several HPE products including HPE Service Manager, HPE Application Performance Management (APM), HPE Application Lifecycle Management (ALM) and HPE Project and Portfolio Management (PPM).

“The software from HPE integrates well with our current infrastructure, supports our growth plans for the foreseeable future and offers a sound investment, one that we will never lose,” reveals Sharif. “In addition, we were confident that the easy-to-use HPE products would be popular with our end-users.”



Solution

Consolidated v3-compliant ITSM platform

HPE Service Manager offers NWC a consolidated v3-compliant ITSM platform to align IT services to the organisation's business needs. This fully integrated IT Service Desk suite comprises six foundation components, a Universal CMDB, a Help Desk and a Configuration Management module to document the attributes of each configured infrastructure item. The foundation components provide NWC's IT staff with access, reporting, integration, administration and customisation capabilities.

The Help Desk employs several modules to manage calls and process changes, incidents and problems, handle service desk requests and monitor end-user interactions and service levels. It also incorporates an important self-service Knowledge Management module and a Self-Service Catalog.

"We now measure each person's work performance and determine whether changes to a system or process will boost performance," says Sharif.

This type of Key Performance Indicator (KPI) regarding critical systems allows us to improve IT service delivery. Furthermore, the positive feedback from the IT team suggests we're aligning IT more closely with our business needs."

Benefits

Aligning IT with business requirements

NWC will shortly complete deployment of three other tools. HPE APM safeguards the performance of desktop applications while HPE ALM defines, builds, tests and delivers high-quality applications rapidly. The final tool, HPE PPM, helps the organisation to deliver IT projects consistently on time and to budget, further aligning IT and business requirements.

"These tools are perfect for satisfying our governance, service management and service quality obligations," adds Sharif.

"In addition, they provide an instant snapshot of where we are at any time. We can therefore identify process gaps, determine bottlenecks and resolve issues more quickly. By fully integrating HPE ALM, PPM and APM with our system, they'll help us achieve our long-term business goals."

Customer at a glance

Software

- HPE Service Manager
- HPE Application Performance Management

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Confidence leads to improved services

Today, IT users send report tickets to a single IT service desk, leading to faster response times, better service levels and problem resolution times.

With IT end-users trusting the IT service management system they have gained confidence in the system and consequently deliver improved services to members of the public about water provisioning. Following the ITSM solution deployment, analysis of the answers to two questionnaires suggests end-users are very happy with the recent changes.

“We’re very proud about how these changes have improved IT service management and governance while making a positive contribution to our business objectives. Looking to the near future, the next step involves integrating the software tools with our reporting system to publish material about our current service and performance and how we’ll perform in the future,” concludes Sharif.

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