



# CTTI consolidates monitoring to drive better citizen services

## HPE Business Service Management improves monitoring and efficiency

### Objective

Consolidate disparate monitoring estate to improve citizen services and reduce costs

### Approach

Created a proof-of-concept and invited proposals from four leading suppliers; selected HPE based on technical, implementation and financial features of its solution

### IT Matters

- Consolidates multiple monitoring tools to a single platform, reducing maintenance and support
- Creates a strategic relationship with one supplier

### Business Matters

- Delivers a single monitoring tool capable of assessing multiple platforms
- Improves consistency of monitoring environment, allowing faster delivery of services to the business



CTTI supplies IT services to the Catalan government. It is under pressure to reduce costs and improve service quality. Using HPE Business Service Management (BSM), it is consolidating its monitoring processes by integrating different suppliers to a single platform. The solution provides greater transparency and, ultimately, better services to citizens.

### Challenge

#### Taking control of the monitoring estate

CTTI is the shortened name for the Center of Telecommunications and Technologies Information of the Catalan Government. It supplies IT services to the various departments of the Catalan government, based in Barcelona. Duties include project management, application development and IT supplier relations.

Like many public sector bodies, particularly those in recession-hit Spain, CTTI has come under increasing cost pressure. It has an annual budget of €71 million, a figure it is looking to trim.

## Customer at a glance

### Software

- HPE Business Service Management

CTTI had operated a decentralised monitoring model, with each department responsible for its own strategy. This led to the purchase of multiple tools, many of them duplicating existing solutions, all of them running to different expiration dates and support schedules. This policy was inefficient, and failed to provide a singular view of operations. It had to change, says David Recuenco, operations processes manager at CTTI.

“The new business driver is to improve efficiency at the centre of our operations. We need to have better visibility of the services we provide and to integrate this knowledge with our infrastructure providers and their monitoring systems.”

## Solution

### The best software fit

CTTI created a proof-of-concept and invited four leading providers to suggest a monitoring solution. “From a technical, implementation, financial and licensing perspective the HPE Business Service Management software was the best fit,” says Recuenco.

The HPE BSM software provides intelligence and actionable insights to manage the performance of CTTI’s applications, systems, networks and storage. It allows CTTI to consolidate its monitoring tools and reporting.

“It was important we viewed this as a continual service improvement project,” says Recuenco. “We were conscious of not trying to do too much, too quickly.

“We learned a lot during the implementation. Having clear requirements before the project started was a significant success factor. Also, being able to demonstrate quick progress helped maintain management and stakeholders’ commitment.”

“We needed to do a lot of things from scratch - service implementation, the control centre, implementation of the software, so it was important we remained focused.”

## Benefit

### Delivering better services

Recuenco says he is happy with the speed and smoothness of the implementation. “It is not easy to implement a project like this in an organisation like CTTI – a public sector body, serving many departments, with a focus on cost control. But we did it and we now have a single monitoring system.”

Of course, he adds, a standardised monitoring system is nothing if it’s not fully integrated with other processes: “Ultimately, we’re judged against our ability to deliver services to the business and in turn the citizens of Catalonia. It’s important we deliver value to the business.”

HPE BSM provides real-time visibility of service performance. It helps CTTI plan upgrades and new launches.

“As you can imagine, because of the global crisis, this is not a great time for the public sector,” says Recuenco. “Budget restrictions make it difficult to launch into new projects and new services, but we’re continuing to deliver because of the impact of HPE BSM.”

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