

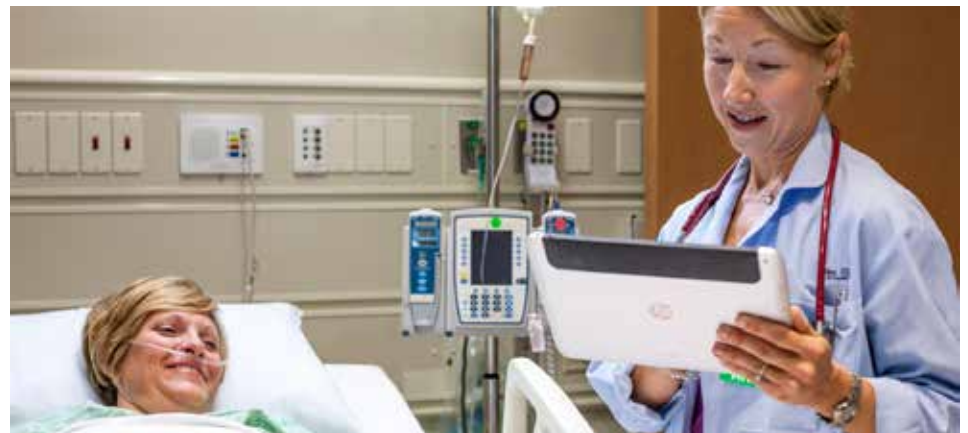


BCCSS transforms shared services with HPE SPM solutions

Implements service asset & configuration management with help of HPE Partner

“HPE, Effectual, and BCCSS work well together as a team.”

— Daniel Lamb, project director, BCCSS



Objective

Implement best-practice IT asset management (ITAM) and configuration management for the centralized IT support organization of the six Health Authorities of British Columbia, Canada

Approach

Implement a high performance configuration management system (CMS) with the help of Hewlett Packard Enterprise Partner, Effectual Systems Group, Inc.

IT Matters

- Increased productivity corporate-wide through higher systems availability
- Provides corporate visibility of all IT hardware assets
- HPE Partner helped achieve Service Asset & Configuration Management (SACM) in six weeks

Business Matters

- \$500,000 savings projected in consolidated assets
- \$100,000 savings due to in-sourcing internal incident tickets
- 50% ROI recovery in first year
- \$250,000 savings on investment with HPE Partner
- Total savings help improve BC Health system



BC Clinical and Support Services (BCCSS) provides IT support to British Columbia's six separate Health Authorities with a mandate to improve cost and productivity efficiencies through best practice ITAM and infrastructure standardization and centralization. Utilizing HPE Service & Portfolio Management (SPM) tools, HPE servers and storage, and HPE Partner, Effectual Systems Group, Inc., BCCSS calculates an impressive \$500,000 savings in IT infrastructure spending and 50% ROI in its first year.

BC Clinical and Support Services (BCCSS), based in Vancouver, British Columbia, was established in March 2010 specifically to serve as the IT support and infrastructure to six Health Authorities for the Province of British Columbia. The population of the Province of BC is 4 million people and about 140,000 work for the various health authorities. Previously, all the Health Authorities operated isolated architecture silos with separate IT support and equipment requirements—an inefficient situation. The province rightly surmised that creating a centralized and standardized IT infrastructure and support organization would enable large IT infrastructure savings, increase performance and availability, and improve IT support. Its main mission, ultimately, is to add enhanced value to the quality and care of its constituents through savings to the Health Authorities. BCCSS needed to invent a new approach to deliver service to its clients by improving IT service management—and so, it went out to bid.

After a thorough evaluation, BCCSS chose HPE Service & Portfolio Management (SPM) tools, specifically HPE UCMDB, Universal Discovery, Service Manager and Asset Manager based on their competitive merits, a long and successful history with Hewlett Packard Enterprise (HPE), and the fact that it had recently done an IT refresh of BCCSS' data center with HPE ProLiant blade servers, HPE 3PAR StoreServ storage and HPE networking.

HPE and partner automate IT management in record time

Daniel Lamb, project director, BCCSS, and his IT team, were faced with the daunting task of providing better IT services within the current budget. Prior to implementing

its Hewlett Packard Enterprise asset and configuration management solutions, simply gathering a basic inventory of servers was an overwhelming job, and managing change outages without mapping to applications was very time consuming.

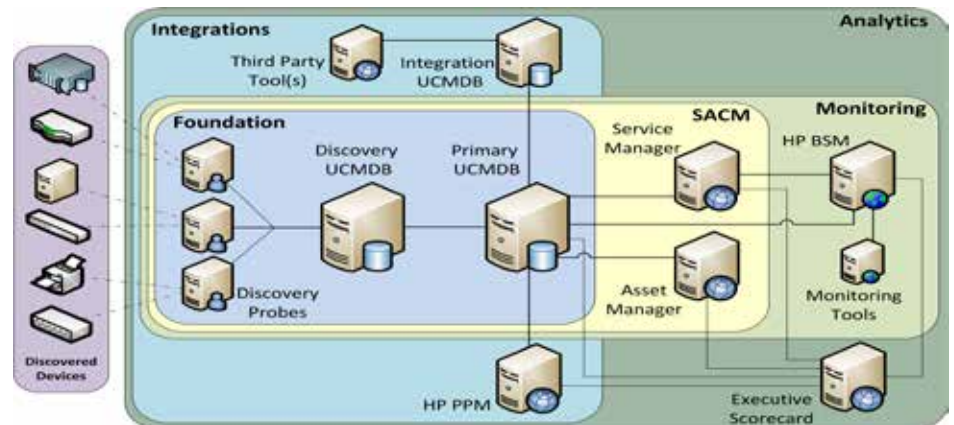
“We set out to be one of the first to fully implement an HPE Service & Asset Configuration Management (SACM) solution and build a state-of-the-art application,” says Lamb. “HPE Asset Manager, HPE Service Manager Enterprise Suite, and HPE UCMDB gave us the tools, and HPE Partner, Effectual, prepared us for full SACM implementation in only six weeks, resulting in a \$250,000 savings on our investment.”

Based in Berkeley, Calif., Effectual Systems Group, Inc. is an HPE Partner that specializes in high performance configuration management solutions, with a focus on achieving a new level of Service Asset & Configuration Management. After two years and tens of thousands of hours of development and testing, Effectual has released a reference architecture and packaged solutions that provide a very robust and high performance, out-of-the-box integrated experience for HPE customers. Their approach maximizes existing features and improves information exchange between the HPE ITAM, ITSM, and UCMDB tools, while minimizing delivery effort and time to value for customers.

Thanks to the help of Effectual, BCCSS is not only the first healthcare organization, but also one of the first HPE customers to realize a real-time, fully synchronized SACM solution. HPE's SPM is now at the forefront of BCCSS' transformation to become a more customer-centric, service-focused, and automated organization.

“Meeting BCCSS in June 2013 at HPE Discover was a great opportunity for us to truly showcase our capabilities to drop-in the Effectual solution and help BCCSS get reliable results on an aggressive timeline,” says CEO Erik Engstrom. “Working with such a pragmatic and committed client really enabled us to demonstrate ‘the art of the possible.’”

“We truly believe in HPE Software's value and the synergy of its portfolio. We focus on the simplification of making integrated HPE



solutions an enterprise reality, while pursuing advanced integration use cases such as SACM. We've achieved that goal by making the most complete integration packages possible, for each direction, between each tool, streamlining the path to data quality. Our philosophy is based on out-of-the-box compatibility, and our vision is for every HPE SPM customer to get the kind of results BCCSS has experienced."

Automated visibility and reporting saves thousands

BCCSS is tasked with managing 4,000 servers which host 1,000 applications, and about 500 maintenance and support contracts. Understanding the full scope of BCCSS assets fosters an appreciation of how labor intensive and time consuming it was to deploy the company's previous manual method, he says. Now that HPE and Effectual have automated management of the BCCSS assets, Lamb is already utilizing his HPE solution to realize large savings.

"We've identified \$500,000 in process and contract efficiency savings and a 50% ROI in the first year," he emphasizes. "We'll conservatively save at least \$500,000 just by consolidating assets. We are also saving \$100,000 in managing internal incident tickets, which we used to outsource. All these savings represent money that can go directly into more advanced healthcare."

The advantages of HPE out-of-the-box

Asset and service management is an ongoing process, and one that Lamb calculates will be ongoing for years as processes become more refined. Consolidating the IT infrastructure and services for six organizations isn't accomplished overnight. BCCSS is looking forward to the buying power gained with a single vendor and is well on its way to building a fully HPE Converged Infrastructure.

Having a deep-portfolio vendor like Hewlett Packard Enterprise, and an expert partner on board, is helping BCCSS fulfill its mission statement of saving costs and making the BC Health Authorities more efficient. Good teamwork is paramount, but when Lamb presented his SACM experience at HPE Discover, he introduced two other critical components for success—high-level management support and sticking with out-of-the-box SACM functionality.

"I find that the power and flexibility of the HPE tools, even down to supporting virtual assets, allows us to stick with out-of-the-box capabilities," he explains. "As HPE releases new functionality, we can now just pop it in. We want to leverage HPE's considerable leadership in research and development. It allows us to move at lightning speed in delivering new products to our constituents."

Customer at a glance

Hardware

- HPE ProLiant DL380 Gen8 Server
- HPE ProLiant BL460 Gen8 Server
- HPE ProLiant DL580 Gen8 Server
- HPE 3PAR StoreServ 10800 Storage
- HPE 3PAR StoreServ 7400 Storage
- HPE 3PAR InServ V800 Storage Server
- HPE XP P9500 Disk Array
- HPE H3C S9500 Modular Core Switches
- HPE H3C S12500 Switches

Software

- HPE Service & Portfolio Management (SPM)
 - HPE Asset Manager
 - HPE Service Manager Enterprise Suite
 - HPE UCMDB
 - HPE Universal Discovery

Services

- HPE Consulting Services
- Data Center Support
- 24x7 support

It's been a productive year and Lamb admits the project is very successful. "HPE, Effectual, and BCCSS work well together as a team," he says. "Now we're one of the experts at the Discover conference, and we're beginning to help other companies with the rapid ramp up to HPE SACM we accomplished. We're happy with the road we're on."

Enjoying the success of his project and the ability to serve as a newborn mentor to fellow IT project directors, Lamb sums up his recommendation for a solid SACM implementation.

"Our recommendation at HPE Discover was to mimic the three things that made us successful in such a rapid timeframe, especially considering the scope of moving from manual to automated ITAM: Working with HPE and its expert CMS consulting partner, Effectual; obtaining unflagging support from executive management; and reaping the current and future benefits of implementing out-of-the-box. It worked for us."

Our solution partners



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