

Brief

2015 Awards for Customer Excellence Winner



Service & Portfolio Management

Terry Hill, Bell Canada

Bell Canada sharpens competitive edge with HP IT asset and service management

Business Service Management

Service & Portfolio Management

High-level overview: Using integrated HP solutions, Bell Canada realized the following benefits:

- TCO reporting via the Executive Scorecard enables financial reporting at VP and GM levels
- Over 20+ strategic vendors/partners are now fully integrated into HP Service Manager, allowing for tighter measurements of their SLA performance, better collaboration and quicker resolution time
- Change management is supported, but in-depth application mapping including Network Topology, providing change impact analysis, significantly reduces Severity 1 and 2 outages
- Increase availability and reduce incident recovery time drastically due to real-time notification
- Data driven decision-making, through Executive Scorecard and data warehouse, enables collaboration resulting in increased customer satisfaction
- Streamlines and standardizes integration and management of new company acquisitions into the Bell ERP4IT solution assets
- Provides standardized IT asset and service management across all corporate entities
- Significantly improved audit and security controls through accurate detailed inventory and tracking of all server assets
- Strengthens Bell's position for license management and tracking, both reuse and re-harvest, through automated software discovery and provides a fact based conversation with auditors and software vendors
- Catalog sprawl now under effective management through Propel providing a central spot to shop for IT Services

Company: Bell is Canada's largest communications company, providing consumers and business customers with wireless, TV, Internet, home phone and business communication services. Bell Media is Canada's premier multimedia company with leading assets in television, radio, out of home, and digital media. Bell is wholly owned by Montréal's BCE Inc.

Contact: Terry Hill, Senior Program Manager, ERP4IT Program Prime at Bell Canada.

Business goals: Bell Canada focused on implementing full IT asset, discovery, and service management practices in the application ecosystem to improve decision-making with single-view availability of real-time data.

HP Software implemented: HP Service Manager; HP Release Control; HP Asset Manager; HP Business Service Management; HP SiteScope; HP UCMDB & Universal Discovery; HP UCMDB Browser; HP Executive Scorecard and HP Propel.

HP Software Professional Services: Terry Hill considers HP Software Professional Services a strategic partner. He finds the semi-annual strategic roadmap presentation helpful. It aligns and measures workstreams to key management goals. This support introduces new capabilities for changing corporate business priorities.

Benefits: Establishes a single point for management of incidents, change problems and releases. Rapidly identifies application components during incidents and improves end-to-end change management, enhances reporting, metrics and key performance indicators. Implements strong controls for asset and software inventory.



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