

2015 Awards for Customer Excellence Nominee



Trung Quach, Desjardins

Canada's largest cooperative financial group leverages HP Software and Services for end-to-end process governance

IT Management Hall of Fame

High-level overview: Using HP, Desjardins realized the following maturity level:

- Build foundation to automate end-to-end enterprise processes. The goal is to achieve some activity within the team
- Build foundation to automate and optimize multiple processes together. The goal is to deliver at least one “no Touch” process
 - Example: Use monitoring to detect an incident, open an incident ticket, open a change to correct it, perform the action, close the change, close the incident, update Configuration Manager if needed, open a problem ticket—all with no human touch
- Bring problem management to the next level and improve incident management in operations
- Optimize (Automation and Orchestration) operations to allow focus on innovation with HP Software and HP PSO
- Enable collaboration among operational, development, and architecture teams, through ITIL-based processes and tools
 - Self-service capabilities for improved service delivery, quicker time to value and lower administration costs with automation (HP Propel)
 - Fast deployment of innovative IT services on a massive scale (HP OO)
 - Aggregate business and IT analytics enterprise-wide (IT Executive Scorecard)
- Transform IT from an infrastructure broker to a service broker

Company: Desjardins is the largest cooperative financial group in Canada.

Contact: Trung Quach is ITSM Director of Desjardins.

Business goals: Last year, Desjardins entered HP Discover with the story of how it leveraged HP Service Manager and HP Software Professional Services to eliminate IT silos and support its corporate growth strategy. Now, Desjardins is moving to the next step to address end-to-end governance, aligning and optimizing processes to increase productivity and specifically focusing on added value activities related to core business.

HP Software implemented: HP Operations Orchestration (OO); HP Propel; HP Universal Discovery (UD); HP Universal CMDB and HP IT Executive Scorecard. The earlier project used HP Service Manager 9.3 to eliminate 10+ IT organization, centralize, standardize best practices, and reduce yearly incidents by more than 30%. Now, Desjardins is dealing with the relationships among processes. For example, incident management brought Desjardins to Level 2 maturity. To reach Level 3, the company is investing in problem management and solving recurrent incidents.

HP Software Professional Services and HP Premier Support: Desjardins engaged HP Professional Services to develop its three-year roadmap. In particular, HP consultants helped with proof-of-concept projects and with knowledge transfer so Desjardins could take IT processes governance into its own hands. HP Premier Support provides a link with HP R&D, with the HP Technical Account Manager (TAM) acting as a trusted advisor to Desjardins, ensuring their support issues are resolved with no bottlenecks to IT advances.

Benefits: Lay groundwork for progression from Level 2 to Level 3 IT maturity—from reactive project-oriented processes to proactive organizational processes. Transform IT from infrastructure provider to business service provider, with operations optimized to allow focus on innovation.



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