



2015 Awards for Customer Excellence: Nominee

Debi Smith, Discount Tire Company

Discount Tire eradicates website downtime with
HPE discovery and management software

**Operations Bridge
IT Service Management**

High-level overview: Using HPE, Discount Tire Company realized the following benefits:

- Centralizes, standardizes, and automatically discovers and monitors 95% of servers, applications and network devices
- Saves significant IT labor with automated versus prior manual processes
- Provides 24-hour proactive monitoring team with the HPE Operations Bridge dashboard to prevent breakage (e.g., unpredictable website outages eradicated)
- Utilizes HPE reporting with new service level management program to hold vendors, internal customers accountable for SLA delivery
- Enables IT to repurpose expert 3rd tier staff from prior support duties to mission-critical and innovative tasks
- Allows 2nd tier IT staff to take over duties supporting the retail website, which previously required 3rd tier staff, for a savings of more than \$100,000 annually
- Creates help tickets and trending reports through integration with service desk software, automatically allowing identification/resolution of problematic areas
- Furnishes foundation for total-cost-of-ownership (TCO) reporting to efficiently manage lifecycles
- Boosts productivity via automated discovery on purchases, warranties, maintenance costs
- Provides visibility into IBM iSeries by utilizing EView Discovery and HPE UCMDB integration
- Provides visibility outside of local area network into what customers are actually experiencing

Company

Discount Tire/America's Tire, based in Scottsdale, Arizona, is the world's largest tire and wheel retailer, with more than 900 stores across the United States.

Contact

Debi Smith is Manager of IT Service Management at Discount Tire Company.

Business goals

Implement HPE Software solutions to automate, track and manage IT systems to decrease long recurring website outages and improve business continuity, revenue and customer service.

HPE Software implemented

HPE Universal CMDB (HPE UCMDB), HPE Network Node Manager i (HPE NNMi), HPE Operations Manager i, HPE Operations Manager for Windows (HPE OMW), HPE Operations Bridge, HPE Business Availability Center (BAC) Anywhere, HPE Business Process Management (HPE BPM), HPE Real User Monitoring (HPE RUM), HPE Diagnostics, HPE SiteScope and HPE Service Health Reporter (HPE SHR).

HPE Software Professional Services

Discount Tires relied on HPE Software Professional Services to support its original implementation.

HPE Partners

Leverage Discovery supports HPE UCMDB design and implementation; **Green Light Group** provides ongoing assistance and training as required; and **EView Technology** helped implement EView's application and the integration with HPE UCMDB.

Benefits

The company was motivated by an unwieldy "non-system" of discovery and asset management which resulted in 2-week online storefront outages. Smith and the IT team stepped in and worked with HPE and its partners to build a reliable and standardized IT discovery and best-practice monitoring process with a variety of HPE solutions. Since implementation, the systems are continuously available and their stores, (both physical and online storefronts) are open day and night. In leveraging HPE's robust toolset, we've given the business confidence that IT is truly minding the store.



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