



2016 HPE Software Innovator Awards

Albert Kirby, Exelon
Jeffrey Jamieson, Whitlock Infrastructure Solutions
Major energy provider saving millions of dollars by using HPE Software to track configuration of 10,000 servers

Honorable Mention

**Transform to a Hybrid
Infrastructure**

Software

- HPE Universal Discovery
- HPE Network Node Manager i (NNMi)
- HPE Asset Manager
- HPE Project and Portfolio Management (PPM)
- Universal CMDB Browser
- Operations Manager i (OMi)



High-level overview

Using HPE Software, Exelon realized the following benefits:

- Reduces discrepancies between the number of resources recorded with HPE Asset Manager and actual network resources, resulting in expected savings of \$2 million over three years
- Identifies 800 servers that were not being billed to the correct owners, further improving the accuracy of cost calculations
- Removes 1,000 retired servers from HPE Asset Manager, also improving the ability to calculate costs
- Provides topology tools, improving the ability to analyze problems and perform change management
- Allows application teams to perform their own troubleshooting and analyze their IT environment using Universal CMDB Browser

Company

Exelon is a Fortune 150 energy provider that generates, sells, transmits and delivers energy to more than 7.8 million electricity and natural gas customers. It operates in the

United States and Canada and has more than 30,000 employees. Exelon companies include Exelon Generation, Constellation, and energy utilities BGE, ComEd, and PECO. Whitlock Infrastructure Solutions is a business service management and IT service management consultancy. Based in North Carolina, Whitlock specializes in providing services for HPE IT management software.

Contacts

Albert Kirby is Senior Manager, IT Operations Center at Exelon. Jeffrey Jamieson is Vice President, Sales & Marketing at Whitlock Infrastructure Solutions.

Business goals

Exelon's IT department wanted to improve the way it managed the configuration of more than 10,000 servers, reduce costs and improve the quality of services it delivered. To do this, it needed a more efficient method of monitoring IT assets, with a single source for integrating configuration items with IT service management systems and processes. This would provide a more accurate picture of those assets and result in lower chargebacks for those resources to Exelon business units.

HPE Software products implemented

HPE Universal CMDB, in conjunction with:

- HPE Universal Discovery
- HPE Network Node Manager i (NNMi)
- HPE Asset Manager
- HPE Project and Portfolio Management (PPM)
- Universal CMDB Browser
- Operations Manager i (OMi)

Exelon now also has a view of the life cycle of each configuration item and network component, helping it plan and budget to fix hardware or software issues. For example, if Java code needs to be updated, Exelon can now easily determine the required remediation efforts and risk by using application and topology maps.

Managing this entire process is now simpler. Whitlock assisted Exelon to move from a “spaghetti-like” set of interfaces to a clearer provider–repository–consumer model for configuration data.

HPE Partner

Whitlock Infrastructure Solutions worked with Exelon, and deployed HPE solutions to implement a configuration management process based on a central configuration database.

Additional benefits

As well as providing a more accurate picture of IT assets, HPE software allowed Exelon and Whitlock to more efficiently track those assets. Exelon achieved this by focusing on meeting business use case requirements during the initial process of discovering the attributes of its IT system. This meant it did not have to search for the attributes of configuration items that were not needed.



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