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Service Automation with a Kubernetes based OpenShift Platform: A leading ICT Company in Europe meets objectives with MF SMAX (Service Management Automation X).

EXECUTIVE SUMMARY

Bismoc is a European ICT organisation that has expertise in digital transformation, digital workplace & cybersecurity. They were looking for a solution to manage their 700+ live customer contracts through demanding SLAs (Service Level Agreements). Erasmith has profound expertise in this area. With that Erasmith was able to provide them a global, agile, modern solution that delivered CSAT for their customers.

THE CUSTOMER

Based in Europe, Bismoc is a high-tech ICT organisation razor focused on application development, communication, cyber security, systems solutions and services provisioning. They consult, develop, implement, integrate and maintain comprehensive information, application and communication solutions. Over the last 30 years, they have successfully delivered more than a thousand projects for their customers. They are hailed by their customers for providing innovative, high-quality solutions and enabling digital transformation (cloud, big data, IoT).

THE CHALLENGE

Bismoc's primary activity is the development, construction and maintenance of its 400+ customers' infrastructure and services. While development and construction are managed with project management tools, customer infrastructure and activities are managed with ITSM tools.

The ITSM (IT Service Management) tool at Bismoc is central to its main business of maintaining the end customer infrastructure and services rendered through contracts bound to SLAs.

Over the last three years, Bismoc has evaluated multiple ITSM tools. They want one that will not only serve 700+ customer contracts which are in currency, but also have future scale up capabilities.

With the right tool Bismoc aims to;

1. Improve its Operational efficiency by way of recording user login
2. Measure the speed of resolution of issues including replacements
3. Analyse and planning own resources that includes 300+ self-service users

The business objective being "Agile" to invest in a technology that for the first time introduces an "Open-Shift" container-based application management platform to;

1. Create, modify & deploy applications on demand.
2. Enable faster development and release life-cycles for delivering state of the art features.

THE SOLUTION

The ITSM solution implemented in Bismoc environment consists of an OpenShift cluster-based Micro Focus Service Management Automation X (MF SMAX) development and production platform that caters to both its external and internal ITSM users.

SMAX Version 2021.11 is deployed on this Cluster with both express and premium user licenses. The following SMAX modules have been installed and customized as per Bismoc requirement.

1. Service Request
2. Incident
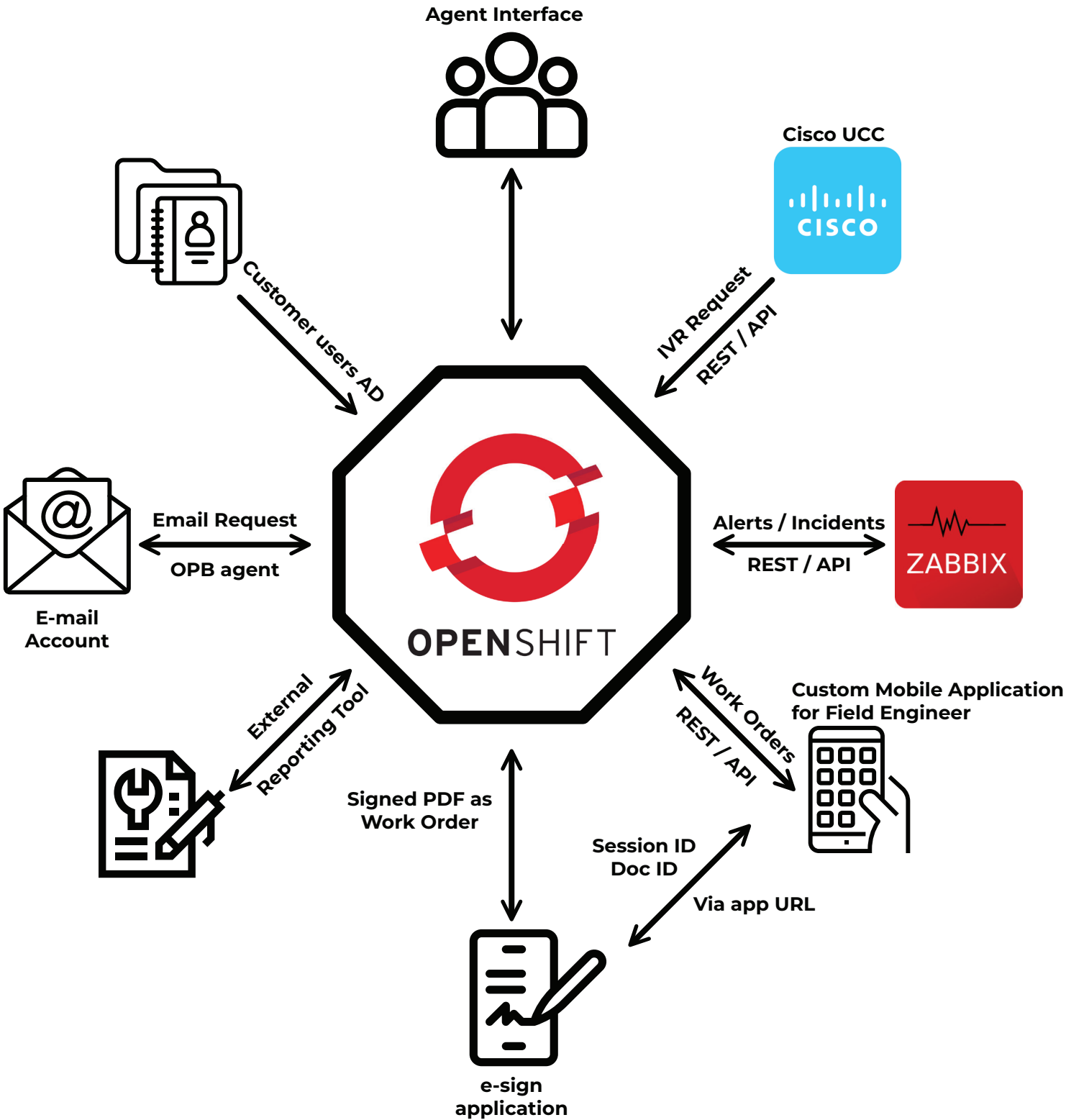3. Work Order
4. Change
5. Problem
6. SLA

The module called 'Superior SLA' from Micro Focus marketplace has been deployed to configure SLAs based on company, priority, location, category and service.

SMAX has been integrated with the following components:

No.	Component	Reason
1	Zabbix	For infrastructure monitoring and logging incidents with appropriate alerts.
2	Cisco UCC	Enables the help desk agent to initiate live support in response to a call received in call management system.
3	Email based Tickets	Inbound Email integration based on On-Premises Bridge (OPB) agent to connect an external email account enabling users to raise service requests without logging In.
4	Bismoc LDAP/AD	For creating SMAX user-based roles directly from AD, to authenticate users using AD credentials.
5	Custom Mobile Client for SMAX	A custom application developed exclusively for Bismoc to fetch and update Work Order records logged in SMAX via mobile client.
6	E- Sign	Custom integration with Mobile app and SMAX for obtaining signature and managing signed document as work order for the Field Engineers.

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MF SMAX

Agent Interface

Cisco UCC

CISCO

Customer users AD

IVR Request

REST / API

OPENSHIFT

Email Request

OPB agent

E-mail Account

Alerts / Incidents

REST / API

ZABBIX

External Reporting Tool

Work Orders

REST / API

Custom Mobile Application for Field Engineer

Signed PDF as Work Order

Session ID Doc ID

Via app URL

e-sign application

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MF SMAX

WHY ERASMITH?

No.	Erasmith Approach	Details
1	**Building Trust**	Erasmith team engaged with Bismoc through several design workshops demonstrating the product in their environment before finalizing the solution with relevant stakeholders. We also conducted a complimentary proof of concept to integrate Cisco BOND (TAC) with Bismoc's existing solution. This helped in winning their trust and confidence enabling the switch over from existing ITSM product to Micro Focus.
2	**Custom Integrations**	Erasmith's rich Micro Focus product skill set and unique capability of integrating 3rd party products (Zabbix, Cisco, e-sign) helped build a custom solution.
3	**Custom Mobile App**	Native on both Android and IOS, and integrated with MF SMAX & e-sign, the app delivers signed work orders to the field engineers for service fulfilment.
4	**Knowledge Transfer to End Users**	Erasmith team held several user-based sessions for Bismoc operations team to impart practical training on tool features and use cases involving the solution implemented.

CUSTOMER FEEDBACK

sincere thanks

excellent support   excellent

tech knowledge   helping

real partner   big thanks   excellent job!

Focused   successful

Thanks   demonstrated   leading

initiative   happy   partner

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THE BENEFITS

No.	Area	Before	After	Benefit
1	Operational Excellence	Traditional IT, Centralized with High Risk releases	Deployed a DevOps based agile approach to its production applications in the ITSM tool.	Lesser time to production leading to 1. End customer satisfaction. 2. Faster asset turnover.
2	Faster AI-driven Automation	Traditional silo based ITSM tools.	Deployed MF SMAX, an embedded AI & ML capable ITSM tool.	1. Removal of time-consuming manual error-prone tasks. 2. Faster issue resolution.
3	Workflow & Application Configuration	Manual coding	Codeless DevOps	Quicker 1. Configuration of existing workflows. 2. Building of new workflows. 3. Defining and editing of an application's fields, forms, business rules, processes and notifications. 4. Data importing and defining custom actions for the application.
4	Extensible Custom Applications	Manual coding	Codeless DevOps	Time saving & error reduction in creating user-defined process-based applications for the business owners.
5	Custom Built Mobile Application	Delivering manual workorders to field engineers (FE).	Delivering workorders to FEs on custom built mobile app (android & IOS)	Enabled service fulfilment as per defined SLAs.
6	Fully Integrated Solution	External entities in the IT ecosystem not fully integrated in solution delivery process.	All existing external entities in the IT ecosystem that fully integrated into the final solution.	Saving customer CAPEX.

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