

Case Study

USU IT Service Management Is Service Motor of The Swiss Post

Next generation service management with exceptional agility



At a glance

Company

Die Schweizerische Post
www.post.ch

Industry

Communications and logistics

Key figures

IT support for 45,000 users and 10,000 organizational units, provisioning of about 5,000 services on the basis of more than 450,000 systems/CIs

Solution

USU IT Service Management
USU Knowledge Management

Challenges

Seven existing IT units and the heterogeneous application environment were to be consolidated as part of the project "ICT centralization." The project aimed to implement the new ITSM service model with an integrated overall solution to manage all operational service processes. This work included setting up and expanding the service level management in a very complex service structure with approximately 5,000 services and some 400 SLAs. In addition, IT financial management with the disciplines calculation, planning and IT service cost allocation was to be implemented.

Why USU

Earlier in 2015, USU had won a five-day proof of concept practical test that did the best job of addressing the technical and functional requirements. At the end of 2017, the Swiss Post again chose USU to be its project partner because of its trust in the outstanding technical and professional skills of USU's experts. The USU suite has proved itself in the production environment and is a future-proof solution as it can be independently configured and flexibly expanded to meet future requirements.

Project milestones

- Project start in IT service management with requirements specification for ITIL® processes' incident and problem management, service level and IT financial management
- Customization and implementation of USU IT Service Management as an operational tool for incident and problem management
- Introduction of the USU IT Service Management modules as part of an agile scrum process and replacement of legacy systems
- More than 1,200 person days of support from USU to successively implement the new service model with close alignment to business requirements and goals

Benefits

- USU IT Service Management is the central control center in the company-wide standardized IT environment for the automated management of end-to-end services
- Cost transparency in providing services and allocating expenses
- Strong long-term viability, security and flexibility for interface connections and control in a dynamic environment
- Dashboards that can be individually configured, offering customized information and KPIs for different target groups



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In the fields of communications, logistics, passenger transportation and financial services, the Swiss Post develops innovative system solutions and modular products and services. IT uses USU IT Service Management to provide comprehensive support services, realize efficient IT management and ensure highly capable and reliable IT services.

” USU moves the Post! After all, service management isn’t just an IT topic: It’s a core element that touches all the organization’s processes. As part of aligning the Post to become an ICT service provider, USU IT Service Management covers all the requirements for a state-of-the-art ITSM tool. The project has been a great success.

Markus Bacher, Head of IT Operations, Swiss Post Ltd

New customer-focused service model

The Swiss Post has a vision: “Keep it simple with a system.” The service provider wants to offer customers products and services that work easily and consistently. This calls for a customer-centric mindset and an exceptionally powerful, highly available IT to serve as the “backbone.” To achieve this, the Post began a major project in 2017 that has aimed to fully

restructure and consolidate the existing decentralized IT organization. Among the features envisaged for the Post ICT organization’s new operating model was a comprehensive service model that would be implemented as part of the subproject “Operative management of the ICT Post.” Here, USU was able to prevail again as a solution provider for the IT service management. Key reasons for this included the positive experiences with USU consultants’ specialist expertise and with USU IT Service Management’s existing operation as well as the USU suite’s capabilities to meet the additional requirements.

Agile project approach

Increased efficiency, cost transparency and a tight integration with business needs: These issues comprised the motive for streamlining the product portfolio in order to provide a standardized depiction of the Post’s services in the future. Consolidation of the application environment included successively reducing the system topography for the leading service management tool USU IT Service Management from 18 to seven systems.

Started at the beginning of 2018, the new project took an approach that was oriented to the scrum method. The first step on the project’s to-do list was to implement the processes incident, problem, service level and financial management. For the first three processes, the task was to closely examine existing, productively running processes from the new parameters’ perspective and accordingly adjust

USU IT Service Management. Three-week work iterations, called “sprints,” supported the execution of and progress made on the project. Implementation of the IT financial topics planning, calculation and service cost allocation was carried out simultaneously. In this sprint, the first step was to define the specifications and subsequently implement them in USU IT Service Management as well as to replace some legacy systems. Following testing, training sessions and accompanying organizational change management, USU IT Service Management could be moved into the production environment on time for use starting in mid-2019.

USU IT Service Management as the leading system

Providing a framework for centralized service automation, USU IT Service Management is at the heart of managing IT services at the Swiss Post. The service desk, for instance, issues more than 1,000 tickets each day by means of the integrated knowledge base, a USU Knowledge Management solution. IT service

technicians in field service are able to use the mobile USU IT Service Management application in incident and service request management. Continuous analysis and optimization of the service and support processes is aided by reports with predefined, customer-specific KPIs and ad hoc analyses.

Despite the abundance of around 5,000 services, 400 specific service level agreements (SLAs) and a complex service structure, the mapping and fulfillment of SLAs has been working smoothly. Thanks to USU IT Service Management, the correct response and resolution times can be determined for every incident depending on the respective organizational units and service categories. If an incident arises, USU IT Service Management can directly access the configuration management database (CMDB), which contains all the relevant technical and organizational information of the approximately 450,000 IT systems. In addition, it allows USU IT Service Management to plan, evaluate and control IT’s consolidated financial data and flow of costs across the company as well as to deliver consolidated billing data to SAP.



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