

## Customer Background and Landscape, ITSM Scope

# ADIA

an investment authority in Abu Dhabi.

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# ADIA

An investment authority in Abu Dhabi.



- Abu Dhabi Investment Authority has been prudently investing funds on behalf of the Government of Abu Dhabi with a focus on long-term value creation.
- The company develops innovative products and services for the residential and the business market.
- TechMahindra aligned the delivery of ITSM upgrade implementation project to analyze existing processes and streamline ITSM solution for following 5 aspects: CMDB, ITSM modules, Platform, customizations, foundation data & integrations.

## CHALLENGES IN ENVIRONMENT\_\_\_\_\_

- ✓ Unable to efficiently achieve service management processes due to non-uniformity of standard processes.
- ✓ Lack of standard integration methods.
- ✓ Increased Complexity due to redundant customizations.

## PROGRAM OBJECTIVES\_\_\_\_\_

- ✓ Streamline ITSM processes, foundation data, CMDB & platform
- ✓ Efficiency improvement through processes simplification and Digitization
- ✓ Cost Control to improve overall EBITDA and reduce TCO in IT.

**Consolidated  
more than 20  
CMDB  
classes**

**Reduction in  
redundant and  
complex  
customizations  
by 80%**

**Smart  
reporting –  
100+ Custom  
Reports**

“Tech M have been solid partners in a large, complicated and challenging project. It has been great to have TechM experts as part of the team and I think both teams worked extremely well together. Thanks again for the commitment on this project.”

– A note of appreciation from ADIA.

## SOLUTIONS

- Complete environment study to understand improvement scope
- Upgrade to BMC Remedy ITSM Suite 19.02 from Remedy 8.1
- Effective customizations
- BMC ITSM Suite, Smart Reporting, CMDB & BMC Discovery
- BMC MyIT for end users
- Integration standardization using Common Integration Framework.

## BENEFITS

- Customization standardization ensured reduction of complex (unsafe) customization by 80%
- Detailed audit report of the pre project ITSM environment & process maturity leading to detailed improvement scope.
- Upgrade of ITSM ensured keeping ITSM solution up-to-date
- Consolidation of redundant classes ensured that CMDB is streamlined and more efficient and has 96+% of discovered CIs
- Automated assignment rules across 5+ ITSM modules ensured better routing of transactions.
- Implemented for HA – High Availability.
- Unified reporting solution on BMC Smart reporting platform replacing the legacy reporting solution.

- 1 3000+**  
Internal employees, 200+  
Technical partners
- 2 2000**  
Business service models
- 3 700K +**  
Configuration items  
spread across 25+  
classes coming from ~5  
sources.
- 4 10+**  
Integrations
- 5 500+**  
Resolvers spread across  
160+ resolver groups.
- 6 75+**  
Service offerings