



Telvent

» Achieving a 370% Return on a 2½ Year ITSM Project Lifecycle

VALUE REALIZATION

- » Delivered a 370 percent return during the two-and-a-half-year ITSM project lifecycle
- » Saved \$1.9 million – equaling a complete return on investment in 15.3 months
- » Played a pivotal role in helping Telvent achieve ISO 20000 certification
- » Supports best practices, benchmarks managed services, measures service levels, and optimizes performance
- » Decreased business risk and reduced the total cost of ownership
- » Reduced SLA incident resolution penalties by a total of \$8,800 per month
- » Cut the time needed to plan, schedule, and deploy changes from three weeks to one week
- » Saved the equivalent of five full-time equivalents (FTEs)
- » Reduced the number of system outages by 25 percent
- » BMC Remedy IT Service Management helping Telvent win new business

TELVENT

GEOGRAPHY

Spain

INDUSTRY

Information Technology

SOLUTIONS

BMC Remedy IT Service

Management suite:

- BMC Remedy Service Desk
- BMC Remedy Change Management
- BMC Remedy Asset Management

BMC Atrium CMDB

BMC Foundation Discovery

BMC Service Level Management

BMC Configuration Automation
for Clients

A complete return on investment in 15 months and a 370 percent return over two and a half years is great news by any measure. But when it's backed by ISO 20000 certification, best-practice service management processes, and a satisfied, loyal, and growing customer base, it becomes a truly exceptional solution. That's exactly what Telvent, one of Spain's leading providers of integrated IT services — and a member of the BMC Software Partner Network — has achieved with the BMC Remedy IT Service Management Suite.

A LEADING, SPANISH-BASED PROVIDER OF INTEGRATED IT SERVICES

With seven data centers around the world and a growing portfolio of customers, each with their own diverse, heterogeneous system need, it's a miracle that Oscar Ceballos-Zuniga sleeps at night. Ceballos-Zuniga is the Global IT Services Governance manager for Telvent, a leading Spanish-based provider of integrated IT services to several industries, including energy, transportation, environment, and public sector.

He faces a tough challenge on two fronts. The first is to provide high-quality IT services for Telvent's parent company, Abengoa. This spans IT operations and infrastructure support throughout the IT lifecycle across 70 countries and 20,000 staff members. The second challenge facing Telvent is to deliver world-class IT services to its 350 external customers. Both sets of customers outsource new projects into the Telvent data centers almost on a daily basis, each with its own unique platform environments, different levels of complexity, and diverse needs in terms of externalization.

“To meet the needs of our customers, Telvent needed to evolve from non-structured, silo-centric IT models toward predictive, organized, and efficient services provision,” says Ceballos-Zuniga. “When we first looked at IT service management, our goal was to transform and standardize business processes, technology, and the associated people to reach consistent outcomes.”

BMC HELPS DELIVER PROACTIVE AND CONTINUAL IMPROVEMENT IN SERVICE QUALITY

To unlock the door to dependable technology-driven services, Telvent turned to BMC Software, but not before considering all its options, as Ceballos-Zuniga explains. “The request for proposals was put out to a large number of vendors, but we quickly shortlisted three potential partners: BMC Software, CA, and HP. It soon became apparent that BMC was a league ahead of the other vendors. We particularly liked the way repeatable ITIL processes are integrated into BMC Remedy IT Service Management Suite. This integration of ITIL processes with our systems management helps us deliver proactive and continual improvement in service quality. The other deciding factor is the multi-tenancy architecture. The other solutions we looked at were quite fragmented compared with the out-of-the-box workflow automation of BMC Remedy IT Service Management.”

A BMC Software partner, Telvent has deployed a comprehensive suite of BMC Remedy IT Service Management solutions to rapidly create repeatable, efficient, and effective service management processes. Seamlessly connected with ITIL best practice processes, the solution brings together applications for service desk management, incident management, problem management, change management, and service level management applications — all with

a CMDB. The result? A single data model, workflow platform, and user interface for proactively managing not only Abengoa’s own heterogeneous IT infrastructure, but also that of the 350 other customers worldwide.

However, BMC Remedy IT Service Management has not only helped Telvent view its IT components as interrelated parts of services provided to internal and external customers. The service support solution also has been the gateway to the firm achieving ISO 20000 certification – the international standard for IT service management delivery. This ISO certification is public recognition for the fact Telvent is delivering best-practice, benchmarked managed services, measured service

levels, and optimized performance. “We are particularly proud of the fact Telvent is the first European company to achieve ISO 20000 certification on the latest release of BMC Remedy IT Service Management,” says Ceballos-Zuniga.

“When you put together the process automation, the headcount saving, the improvement in service levels, and the reduced number of incidents, Telvent has saved \$1.9 million using BMC Remedy IT Service Management, the equivalent of a complete return on investment in 15.3 months.”

OSCAR CEBALLOS-ZUNIGA
GLOBAL IT SERVICES GOVERNANCE MANAGER

TELVENT IS DECREASING BUSINESS RISK AND REDUCING THE TOTAL COST OF OWNERSHIP

So what evidence is there to support the fact that this ISO-certified IT service management solution is delivering real, measurable value? One year after going live, Telvent has transparent visibility into its processes, which are helping to decrease business risk, monitor and enforce service level agreements, and reduce the total cost of ownership of customer assets. "There's no doubt that BMC Remedy IT Service Management is helping Telvent to win new business," says Ceballos-Zuniga. "When we show potential customers the components of the solution, such as the change management, the service level management, the BMC Atrium CMDB, and the BMC Remedy Action Request System — all wrapped up in ISO 20000 certification — they are confident their systems are safe with us. It's opening new doors to business."

The benefits are measurable too. First, by aligning crucial IT infrastructure and service support processes, Telvent has been able to reduce the scale of SLA incident resolution penalties by a total of \$8,800 per month. Second, BMC Remedy Change Management has played a pivotal role in accelerating the speed and consistency with which Telvent implements changes, while also minimizing business risk and disruption. Overall, the company has cut the time needed to plan, schedule, and deploy changes from three weeks to one week. This has had the effect of saving the equivalent of five full-time equivalent staff members, allowing them to be used for more business-critical work. Finally, Telvent is mitigating against risk far more effectively. Following the deployment of the BMC Remedy IT Service Management suite, the rate of system outages dropped by 25 percent.

"When you put together the process automation, the headcount savings, the improvement in service levels, and the reduced number of incidents, Telvent has saved \$1.9 million using BMC Remedy IT Service Management, the equivalent of a complete return on investment in 15.3 months. Overall, we are forecasting a 370 percent return over the two-and-a-half-year IT service management project lifecycle," says Ceballos-Zuniga.

He concludes, "There's no doubt that the partnership with BMC Software is transforming the way we do business. ITIL processes make it easier to win customers, we can effectively manage whatever type of environment a customer needs, and we're coping with complexity. In the tough economic conditions we're all facing, these are real advantages that position Telvent to ride out whatever conditions we all might face."

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ABOUT TELVENT

Telvent is a leading Spanish-based provider of integrated IT services to several industries, including energy, transportation, environment, and public sector. The company offers high-quality IT operations and infrastructure support across the IT lifecycle in 70 countries and employs 20,000 staff members.

BUSINESS RUNS ON IT. IT RUNS ON BMC SOFTWARE.

Business thrives when IT runs smarter, faster and stronger. That's why the most demanding IT organizations in the world rely on BMC Software across both mainframe and distributed environments. Recognized as the leader in Business Service Management, BMC offers a comprehensive approach and unified platform that helps IT organizations cut cost, reduce risk and drive business profit. For the four fiscal quarters ended Dec. 31, 2008, BMC revenue was approximately \$1.88 billion. Visit www.bmc.com for more information.



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