

Federal Agency Deploys Splitware™ for BMC Remedy

Extends IT Processes to Mobile Workforce

CASE STUDY

"By incorporating Mobile Reach Splitware™, the agency realized substantial cost savings and achieved a full ROI within one month of deployment, all while continuing to meet or exceed service levels."



Agency IT Department: An Overview

A large federal agency uses a full, ITIL-compliant, BMC Remedy ITSM Suite to manage its assets, incidents, and work orders. With a very robust and sophisticated system, data integrity is of the utmost importance. However, with a large mobile workforce using paper-based processes to track assets, service incidents and work orders, an acceptable level of accuracy in its Remedy CMDB was not possible and workers were not as productive as they could have been.

In addition to system inaccuracies and productivity shortfall, the agency also lacked the ability to consistently track activity and maintain accountability for system changes.

Challenge:

The IT Department required a powerful, flexible mobile platform to efficiently track and support its IT assets while meeting specific infrastructure requirements. The ultimate goals of the project were to:

- Reduce unacceptable database inaccuracy
- Improve workforce efficiency
- Improve accountability
- Integrate with / support existing tools and processes.

In addition, the IT Department wanted to standardize on the BlackBerry platform as much as possible to simplify end-user support and administration.

Solution:

After reviewing several different options, the agency selected Mobile Reach Splitware™ due to the platform's flexibility, its superior user interface capabilities, and its direct integration with the Remedy application.

Mobile Reach delivered a suite of mobile Remedy applications that enabled the agency's technicians to interface with the Remedy CMDB for Asset Management, Incident Management, Change Management, and Task Management directly from both Windows Mobile barcode scanners and Blackberrys. Each BlackBerry device was complemented with a Bluetooth-attached barcode scanner and signature capture device so that casual users could scan asset tags and/or serial numbers and capture electronic signatures when managing hand receipts.

Impact:

Mobile Reach Splitware™ allowed Asset Managers to efficiently track and service assets across the agency's entire coverage area. Access to Remedy functionality on both Windows Mobile barcode scanners and BlackBerry Smartphones allows for 100% completion of asset inventory processes in three weeks rather than the three-months that was previously required.

Due to the significant efficiency gains, the agency was able to reallocate 15 employees to other undermanned projects, thus providing a very impressive productivity improvement. By incorporating Splitware, the agency realized substantial cost savings and achieved a full ROI within one month of deployment, all while continuing to meet or exceed service levels.

MobileReach

Challenge

In the former asset and inventory system, valuable asset data — location, responsible user, manager, etc. — was logged into Remedy after the fact as field technicians were forced to return to their workstations to complete the updates. Information was not always updated in a timely fashion, and sometimes not at all. In addition, the agency utilized a paper receipt method that followed a transfer of assignment from user to user. These receipts were not always captured and were filed manually in a physical filing cabinet.

Asset technicians were using Motorola MC7090 barcode scanners with an attached RFID reader, along with RFID asset tags, in order to perform mobile inventories. While the RFID inventories were valuable and reduced the number of physical inventories required, they could not pinpoint the asset location to a physical room. Thus, physical inventories were still required, and periodic full inventories and spot checks were required to obtain visual confirmation of all hardware assets.

Asset managers rely on Remedy Enterprise Asset Management, which is integrated with Remedy Change Management and Remedy Service Desk (Help Desk). Tight integration with the Remedy CMDB was critical. Technicians needed mobile access to Remedy functionality on both the barcode scanners and BlackBerrys they carry to further improve efficiencies and reduce delays in pushing data into Remedy.

Solution

To refine the cumbersome asset management workflow, Mobile Reach Splitware™ enabled asset technicians to interface with Remedy for Asset Management, Incident Management, Change Management, and Task Management directly from their mobile devices.

The BlackBerry devices that field technicians carry were equipped with applications that allow technicians to create, modify, resolve or re-assign incident tickets. Both devices were equipped with signature capture capabilities, allowing for the collection and uploading of hand receipt data and signatures directly on to the mobile device. The BlackBerrys were also equipped with Bluetooth scanners that allow scanning of both RFID tags and barcodes, reducing the need for multiple devices in the field. Mobile Reach accommodated very specific requirements, including:

- Capturing hand receipt signatures electronically
- Receiving assets against a purchase order
- Searching across all asset types
- Associating an asset to an incident
- Associating an asset to a task
- Enabling asset and incident management functionality on BlackBerry devices
- Showing all assets managed by a specific user

Impact

The deployment of this robust suite of applications on mobile devices allows asset and inventory management processes to be facilitated through efficient and timely daily asset operations, including physical inventories, purchase orders and receiving, bulk equipment moves/transfers, and asset searches. The time required to reconcile the agency's IT assets has decreased from three months to just three weeks and, most importantly, the agency realized a complete ROI on the Mobile Reach solution within one month of launch.

Field techs can now perform key Help Desk functions, such as updating incidents and tasks in real-time from the field. This allows the agency's field offices to have more efficient IT support with fewer technicians (reduction of required techs from 50 to 35). Field technicians can now utilize both their BlackBerrys and barcode scanners for hand receipt data and electronic signature capture, minimizing errors and lost receipts and greatly improving accountability.

The Mobile Reach solution also leverages the sophistication of the Remedy services while allowing the agency to further implement its ITIL-based service management strategies with an enhanced CMDB, resulting in the ability to drive SLAs agency wide. Integrated services and notifications will trigger reports, alerts, and other services to enhance compliance, monitoring and infrastructure management. This project was a critical component of the agency's overall IT service management strategy.



For more information about Mobile Reach Software solutions or services, visit www.mobilereach.com or contact us at:

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