Deloitte optimises the health of its IT systems and drives service excellence with HP Business Availability Center

Case Study

HP customer case study: Deloitte turned to HP BAC to optimise the health of its systems and maximise the performance of its business services and applications.

Industry:
Professional services

Objective:
Deloitte sought to optimise performance and gain end-to-end visibility into business transactions and end-user experiences.

Approach:
Deloitte adopted a comprehensive Business Technology Optimization (BTO) strategy with HP Business Availability Center software incorporating: HP Business Process Monitor and HP SiteScope software.
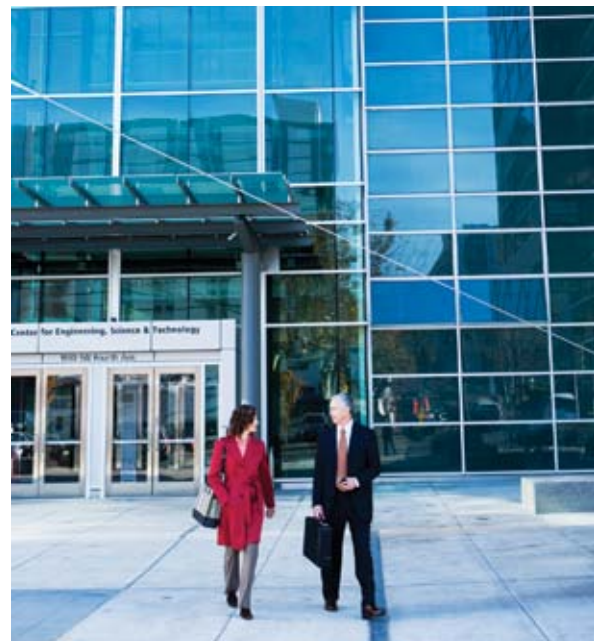
IT improvements:
- Monitored the end-user experience
- Reduced downtime - isolated priority one issues quickly and resolved them effectively
- Increased the quality of service to the business, its customers and end-users
- Established a standardised procedure for monitoring and optimising the availability, performance and effectiveness of its IT environments

Business benefits:
- Gained true end-to-end visibility of its systems to improve the end-user experience
- Improved service quality, increased productivity and gained confidence in the availability and performance of its applications
- Greatly reduced mean-time to resolution from a few hours to a matter of minutes
- Achieved operational efficiencies and aligned services to ITIL
- Improved operational efficiency while providing end-user satisfaction

About Deloitte Australia
Deloitte Australia is a member of Deloitte Touche Tohmatsu, one of the world's leading professional services organisations. The company is part of a $27.4 billion global network of associated firms operating in nearly 140 countries, with 165,000 employees.

In Australia, Deloitte has 12 offices, 400 partners and over 4,500 people who provide audit, tax, consulting, and financial advisory services to public and private clients across the country. The firm generated revenues of $772 million in 2008 and has maintained a growth rate of over 20% for the past three years.

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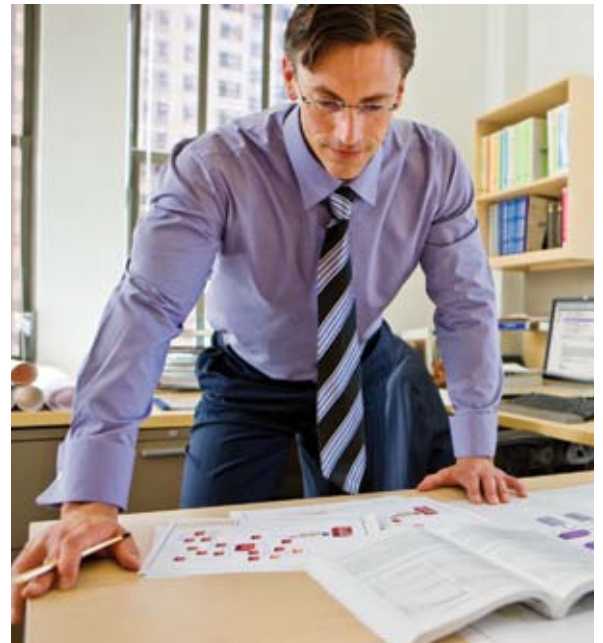
With a commitment to helping its clients and people excel, the firm is reliant on the effectiveness of its business services and mission-critical applications. Yet, while basic system monitoring was in place and providing information on the health of systems and infrastructure, Deloitte did not have transparency into service levels and business priorities.

To address this challenge, the company adopted a Business Technology Optimization solution underpinned by HP Business Availability Center software, HP Business Process Monitor software and HP SiteScope software to optimise the availability and performance of key business processes.

End-to-End Visibility
Deloitte's infrastructure includes more than 1,000 business applications, 16 of which are mission-critical, servicing 4,500 users around Australia. With technology playing such a pivotal role in empowering its people to deliver the services that made Deloitte the 2008 Accountancy Firm of the Year the second time in three years, the firm sought to improve end-to-end visibility.

"While we could tell if systems or infrastructure were up or down, performance management and availability of services was difficult to determine," explains Chris Mills-Vasas, Director of Infrastructure, Information Technology Services, Deloitte.

"Plus, our IT team had begun the transition to monitoring its processes to ITIL and we needed to align our services to this standard. We wanted to know how available our systems were, if our performance was up to scratch and whether we were operating according to best practice. In short, we needed to gain end-to-end visibility into business transactions and end-user experiences, so we turned to HP."

Chris adds, "Today we have an impressive set-up that monitors the health of our core business systems including e-time billing, timesheets and administration, Deloitte Digital Hosted Websites, Smartnet CSM and Network Core Switches. Our operation centre features a big plasma screen that shows us the top view of all business services and indicators for all our sites. Each technician has access to a screen with this view as do our application development team and service desk team, and our business owners will soon have this facility. To provide such transparency and visibility to our stakeholders is a key step in our service excellence journey."

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"The HP BAC solutions give us a complete and consolidated view of our entire IT environment so we can respond, react and resolve issues before the business is impacted. In addition, HP software provides us with a centralised platform that ties all the solutions together and powers our operation centre."
Chris Mills-Vasas, Director of Infrastructure, Information Technology Services, Deloitte
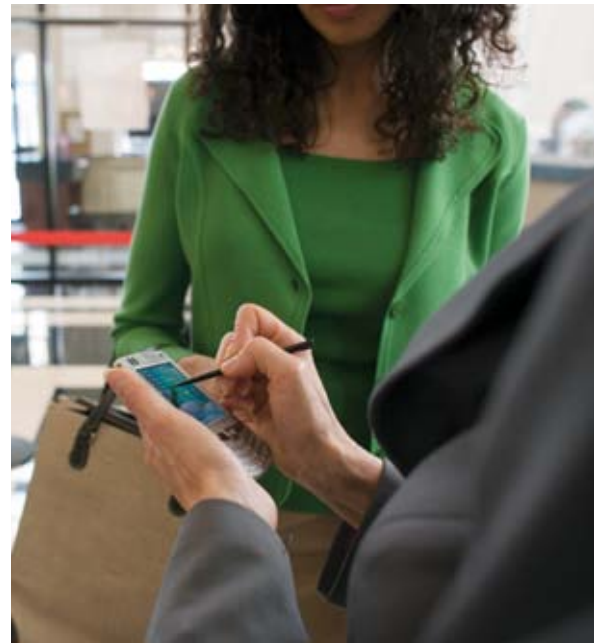
Improving Performance, Reducing Downtime

An all-inclusive business application management solution, HP Business Availability Center software is allowing Deloitte to proactively monitor the health of its systems across various locations. The company now has the ability to keep track of the end-user experience, continuously isolating problems and assessing the status of key services and applications.

Chris explains, "One of the positive outcomes of HP Business Availability Center software is that it helps us resolve Priority one issues rapidly. We see them quickly, we can react quickly and we can resolve them faster than ever before! In the past, our initial response could have been anywhere from ten minutes to one hour, where today it is immediate. The service desk now has much more visibility into our service life and we can give our customers quicker, faster and more frequent updates on their problems. Plus, we get to monitor performance measurements against improvements in the systems. In essence, HP helps us funnel our efforts in the right direction.

"But by far the biggest benefits we are realising from HP is our ability to reduce the downtime of our external systems (client business systems). The extensive monitoring capabilities of HP Business Availability Center have enabled us to considerably reduce our response times to resolve major incidents, which in turn has allowed to reduce downtime. Today, we can isolate a problem, contact the business owner and arrange to have it fixed in a matter of minutes. In the old days, this would have taken us a few hours to resolve. With HP, we no longer operate in a reactive environment and we have greatly reduced downtime."

Increasing System Availability and Improving end-user Satisfaction

To monitor the availability and performance of its' distributed IT infrastructures – including servers, operating systems, network, Internet services, applications and application components – Deloitte uses HP SiteScope software. An agentless monitoring solution, HP SiteScope software provides a centralised view of Deloitte's entire infrastructure without installing agents or software on production systems.

Chris explains, "HP SiteScope provides the real-time information we need to verify operations, stay apprised of problems and quickly address bottlenecks. It works hand in hand with HP Business Availability Center software, to provide key infrastructure metrics so we can drill down from business service or application problems to the infrastructure at fault. From there we can initiate automated corrective actions. But most importantly it enables proactive alerts before our users encounter problems. As a result, HP SiteScope has helped us improve the end-user experience."

In addition, HP Business Process Monitor software is used to execute synthetic transactions from multiple locations. "The solution lets us create scripts that accurately simulate the user's experience," says Chris. "So now we can collect data about how users experience system performance. As a result, we learn about issues as they occur, instead of having to wait till our users contact us. Often we can fix the issue before our users even realise there was a problem. On the whole, we are improving end-user satisfaction and driving end-user productivity".

Realising benefits, Charting a Course for the Future
HP will continue to play a key role as the availability and performance monitoring backbone of Deloitte's IT environment. By leveraging the functionality, flexibility and integrated capabilities of HP Business Availability Center software, HP SiteScope software and HP Business Process Monitor software, the company will continue to derive value from enhancing the health of its systems.

"When we began our journey with HP, our goal was to create the world's best operation centre in the professional services sector and I believe we have achieved this. Our mean time to resolution has been greatly shortened – from hours to minutes, we have real-time visibility into the performance and availability of our systems and we are closely monitoring the end-user experience. Overall, we have improved operational efficiency while providing end-user satisfaction."
Chris Mills-Vasas, Director of Infrastructure, Information Technology Services, Deloitte

In the future, Chris plans to optimise the company's use of the HP BTO Solutions. "We need to get better at using the solutions and reach a level of maturity that will enable us to realise further benefits from HP BAC."

Chris concludes, "In our business, having visibility and transparency is key. HP BAC gives us a complete and consolidated view of our entire IT environment so we can respond, react and resolve issues before the business is impacted. In addition, HP provides us with a centralised platform that ties all the solutions together and powers our operation centre."

Technology for better business outcomes

To learn more, visit www.hp.com.au/software