

# FICO credits software with critical business value

With HP software, audits required for compliance, competitiveness, take minutes instead of hours; efficiency, visibility dramatically improved



“HP Service Manager has allowed us to implement a mature technology management framework and methodology. We’re therefore better able to meet FICO’s strategic corporate objectives, including improved ability to perform audits as well as increased efficiency and continuous improvement.”  
—Matt Dixon, director, IT Service Management, FICO

HP customer case study: HP Business Technology Optimization software delivers capabilities required to meet key strategic objectives

Industry: Finance

## Objective:

Achieve mature, proven, integrated framework for managing technology infrastructure

## Approach:

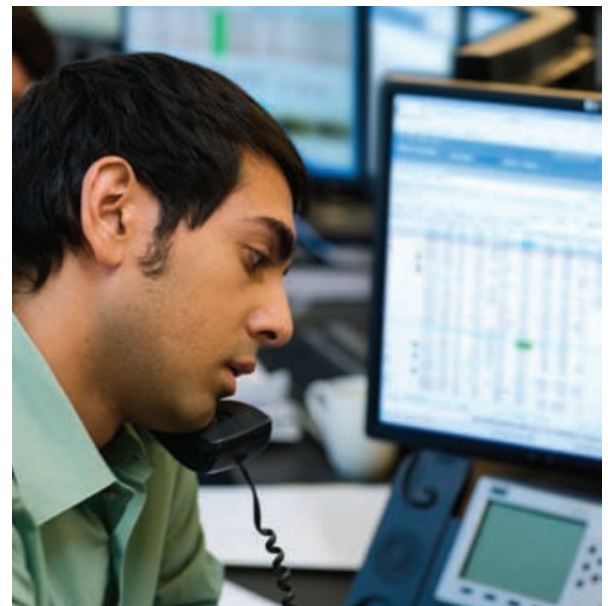
Implement integrated suite of tools to automate discovery; improve service management configuration, change, and incident management processes

## IT improvements:

- Audits that once took 15-20 hours now take minutes
- Accurate, up-to-date, automated discovery provides improved visibility into technology environment
- Integration eliminates duplication of data entry, management
- 21% improvement in change process compliance
- Minimized alert disruptions during planned maintenance improves efficiency

## Business outcomes:

- Improved audit compliance meets business objectives for regulatory requirements and competitiveness
- Improved efficiencies allow staff to focus on tasks that add business value
- Mature framework allows creation and tracking of KPIs
- Improved reporting supports better management decisions



It’s no surprise that a company like FICO would strive to manage its business technology intelligently. Known to consumers for its leading credit scoring service, FICO is also a world-class provider of business software, including predictive analytics, fraud protection and other decision management solutions. With a portfolio that is sophisticated and technology-driven, it’s a given that FICO places a high priority on keeping its technology house in order.

That’s why the company has implemented HP Business Technology Optimization (BTO) software to create an integrated technology management framework.

## Needed: improved auditing capabilities

FICO’s decision to revamp its technology management processes followed a period of ongoing discussions that took place over a number of years, notes Matt Dixon, director, IT Service Management, FICO.

FICO's 3,000-server data center, which includes over 1,000 virtual servers, (including 200 of its 800 production servers) generates about 7,000 incidents and 700 changes per month. Its old service desk infrastructure, however, was a heterogeneous collection of off-the-shelf and homegrown tools and required many manual processes. There was no automated discovery; change management was performed using exchange forms. To create change reports, data was exported from Microsoft® Outlook® into Microsoft Excel® spreadsheets to perform analysis.

FICO identified a number of issues related to managing this infrastructure that required attention. As a highly regulated financial company, it needed better ways to comply with internal and external audits. It wanted more mature processes for managing technology services delivered to its business users. It wanted better integration between its incident, change, and configuration management processes. And, it wanted improved reporting and analysis capabilities. Examples include relating changes back to a request or incident to determine the genesis of the change, relating changes to Configuration Items (CIs) so Change Management could fully understand the impact of the change, and creating trending reports to identify areas for FICO to focus on to improve their operations. Many of the company's challenges stemmed from weaknesses inherent in its old service desk infrastructure, which made it difficult to efficiently manage incident, change, or configuration processes.

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So FICO issued an RFP to determine the best way to upgrade to a more sophisticated management model. HP was one of four companies that responded. FICO later invited HP and BMC onsite for solution demonstrations. In the end, FICO selected HP for its management solution.

"There were a couple of primary reasons we ended up choosing HP," Dixon says. First, HP software supports effective integration, not only to other HP software applications but also to third-party

applications. Second, HP's BTO suite included critical functionality missing from other offerings. A third reason FICO chose HP was the strength of the companies' existing relationship: FICO is a long-time HP customer; among other solutions, its quality testing group uses HP QuickTest Pro and HP LoadRunner software. The depth of the relationship meant that FICO was comfortable with placing its trust in HP. "With HP, we have the contacts we need if something goes wrong or requires escalation," Dixon explains. "If we'd purchased a solution from a company we didn't know as well, it would have been more of a risk for us."

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Matt Dixon, director, IT Service Management, FICO

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In addition to purchasing the HP software solution, FICO also hired HP Software Professional Services to assist with the implementation. "The software was new to us," Dixon says. "It would have taken us much longer to learn it and roll it out if we hadn't had HP onsite to help." HP deployed two consultants: one to help with integration and the other with configuring the software for the FICO environment. "They were extremely helpful. We still request them any time we need help with the software."

#### **Quick time to value**

FICO and HP began, Dixon continues, by implementing the HP Service Manager's Incident Management module. "We felt that Incident Management was the simplest piece to roll out," he says. "It would be a way to bring people onto the new system quickly." The module was implemented in just one month. It delivered immediate results by reducing duplication of effort. "Previously, we had three disparate service management systems with no integration between them," Dixon says. "People were tracking and updating incidents in multiple places. By transitioning to a single incident management environment, we made their jobs simpler and easier. This had an immediate positive effect that ensured people felt good about the software."

Next, FICO and HP implemented Change Management, followed by Configuration Management; these applications are also integrated with HP Universal

Configuration Management Database (UCMDB). HP Discovery and Dependency Mapping (DDM) software automates discovery of the IT technology environment including relationships and populates the UCMDB. Enterprise monitoring tickets are opened automatically in HP Service Manager, which pulls information as needed from the UCMDB.

FICO was very happy with the speed of the HP Service Manager implementation, Dixon notes: All three modules were in place after only six months. Within a week of implementing DDM, FICO had an up-to-date map of 80% of its environment; currently it has identified 1.9 million configuration items. "Whenever I talk to people, the thing that stands out is how quickly HP delivered and the integrations we were able to build," Dixon says.

The solution is also integrated with a number of third-party applications, including FICO's Oracle business applications and Microsoft Exchange. These third-party application integrations enable seamless transfer of data and business processes across the FICO organization. For example, users can open, date, and close tickets automatically using Exchange.

Finally, the solution allows FICO to manage its physical and virtual servers using identical processes.

#### **Audits in minutes, instead of 15-20 hours**

With the implementation in place, FICO has achieved a number of benefits that address each of the critical issues it had previously identified.

The biggest of these benefits was improved ability to perform audits. Because of the nature of its business, FICO averages one audit per business day, including internal audits, audits by external clients, and audits required by regulatory agencies. "Before, it was

difficult to respond to information requests quickly," Dixon says. "Sometimes we weren't able to respond at all. Other times we could, but it took a herculean effort." Often it took 15-20 hours for FICO to generate requested reports. Today, complying with audits is fast and simple. "Now, auditing capabilities are built into the system," Dixon says. "Many times we can run required reports in one or two minutes."

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FICO has better tools for managing changes to its technology environment. "The system forces us to follow best practices," Dixon says. "If someone logs a change, Service Manager automatically identifies the potential impact." Incidents and changes are now linked, enabling a broader and more meaningful view into the environment. Changes that will have broader impact trigger requirements for higher-level visibility. Simpler changes, on the other hand, can be executed without requiring the same number of approvals. "We've seen an increase in changes logged of 21%," Dixon says. "We believe the increase is happening because logging them is easier to do, so people are more likely to do it."

The improved ability to manage changes has another practical benefit; FICO is able to suppress monitoring alerts during planned maintenance windows. This reduces disruptions and minimizes the need for staff to follow up on alerts that don't require action.

## Customer solution at a glance

### **Primary applications**

- Technology infrastructure management

### **Primary software**

- HP Service Manager software with Change Management Suite
- HP Universal Configuration Management Database (UCMDB)
- HP Discovery and Dependency Mapping (DDM) software

### **HP Services**

- HP Software Professional Services

Another benefit FICO has realized since implementing Service Manager is improved efficiency. "We're no longer entering and tracking data in multiple systems," Dixon says. Improved efficiencies mean that staff spends less time doing administrative tasks, freeing them to focus on work that delivers more business value to FICO.

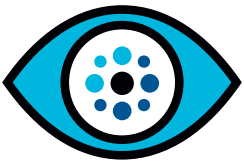
Service Manager has enabled improved reporting. "We're now defining, and working off of Key Performance Indicators (KPI)," Dixon says. "We're creating and rolling out dashboards that give people the ability to set objectives and measure performance." This, in turn, enables the company to achieve continuous process improvements. FICO tracks the top issues that are escalated to the service desk on a monthly basis; we review this data and make decisions about where to spend our time. One example is after reviewing top calls to the help desk we discovered that VPN issues were the number two reason users called into the help desk. We escalated this issue to our Workstation Engineering group and they created a fix that resulted in a drop in calls related to VPN issues. This would not have been possible with our previous toolset.

From a help desk management perspective, Service Manager reports shed insight into issues such as how quickly issues are resolved and customer satisfaction levels.

Mid-tier managers also use the dashboards to gain understanding about their operations. "They get visibility into what people are working on," Dixon says. Managers can also understand how technology charge-backs affect the bottom lines of their respective business units, supporting better decision-making.

Future plans include the possibility of creating a higher level, executive management dashboard to further aggregate and refine this data. "We are also in the planning stages for rolling out the Problem Management and Knowledge Management modules from Service Manager," says Dixon. The built-in integration will allow us to add these processes into our daily practice by utilizing out-of-the-box processes.

"Implementing the HP solution addressed a number of critical issues facing our company," Dixon concludes. "It allows us to surpass our audit requirements, improve efficiency, and provide us with improved visibility into our infrastructure and management processes. It was an investment that achieved exactly the results we needed."



## Technology for better business outcomes

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