emtec
Transforming IT

Domtar – Establishing the Foundation for Rapid Growth

The overall objective for the project was to allow Domtar to transform its IT organization to be able to support the planned growth anticipated with the merger with another large firm. The project was undertaken as a cooperative effort between Domtar and Emtec Corp. The work encompassed the configuration and deployment of a set of integrated BMC infrastructure and service management tools designed to elevate the scope, depth and efficiency of Domtar's in-service support of its IT environment.

Challenge:

The challenge was to successfully scale Domtar's IT operations to handle the growth resulting from the merger and associated restructuring. This specifically included successfully managing server growth from 290 to 720 servers, desktop growth from 1500 to 8400 desktops and network infrastructure growth from 365 to 1040 devices. Several specific objectives needed to be met including:

- Increase business service continuity and service availability through integrated enterprise tools for monitoring and management of Domtar's North American IT infrastructure;
- Improve the speed and efficiency of the IT Service Support processes through the implementation of ITIL supporting toolsets for Incident, Change and Configuration and Asset Management; and
- Implement a framework of integrated, service-focused, IT management tools that will enable Domtar to move forward towards Business Service Management.

The challenge for Domtar was to embrace these advances at a level, and in a manner, that would yield concrete, practical results within a realistic time frame. The deployment approach selected was based on Emtec's exposure to similar challenges with other customers, familiarity at a design and development level with the product set being implemented and practical experience rolling out ITIL based service management initiatives.

Solution:

Fundamental to the solution was the deployment and configuration of an integrated product suite from BMC that is aligned under BMC's industry leading Business Service Management Architecture. This architecture provided a consistent framework for addressing Domtar's immediate and long-term needs.

The product set included the Remedy and BMC Atrium suite of products as key building blocks for service operations and service delivery. The approach embraced the existing investment in ITIL compliant processes that Domtar already had in place into a more robust and enterprise class Service Desk platform.

The key solution aspects addressed are outlined in the table that follows:

Aspect	Description
Streamlined Incident and Change Management	Incidents can now be fully tracked and linked and are supported with automated workflow. Changes can be tracked and the Change Management workflow supported with automation addressing, approvals, routing and closure. Consistent metrics can be collected to help understand the level of service and need for process improvements.
Ability to quickly assume the management of new IT assets	The deployment and configuration of the tools was done such that new IT assets could be discovered and support effectively delivered as soon as possible following the start of the introduction of regional sites and the merged operational units.
Integrated and Improved Infrastructure Management	All relevant Domtar systems, servers and network devices are monitored in a consistent fashion resulting in higher availability and more rapid recovery from failures.
Improved Desktop and Server Management	An integrated discovery and configuration management tool was deployed to allow for the timely management of Domtar's desktop and server environment. This was facilitated in part by being able to integrate the discovered data into the CMDB and link that with Domtar's Asset and Change management processes to deliver closed loop change management.
Closer Integration of service management and infrastructure management disciplines	By linking infrastructure events into the BMC Remedy Service Desk system, service desk personnel are now able to understand the impact of service outages and degradations on their customers, Further, the deployment of the Remedy SLM tool allows Domtar to report on both the infrastructure and process based aspects of its overall service delivery quality.
Foundation for Future Needs – BSM	The implemented system can be tuned, configured and further customized to support more mature ITSM processes. An expanded set of CMDB and related data is a key building block upon which such improvements will be built. Domtar is now in a position to map its underlying IT infrastructure to Business Service views that will be held in the CMDB. These views can then be used to report on service availability by business function.

Results:

- Entire IT Department under consistent monitoring control
- Event correlation & root-cause analysis places the right person at the right time to solve the underlying issue
- Improved asset, configuration, change, incident management technology and processes
- Automated discovery of Domtar's IT Infrastructure
- Automated distribution and upgrade of server and desktop software
- Foundation for continuous improvement under a consistent architecture established

Customer's Final Words:

"The implemented solution has provided Domtar the necessary infrastructure and service management tools to be able to gain efficiency within IT to be able to handle a significant increase in demand for in-service support. The solutions will allow us to evolve our process framework and improve service on a continuous basis."

"The team from Emtec demonstrated excellent technical skills and determination to realize initial project wins in a very short period of time, while working in a fast paced environment with shifting requirements resulting from the dynamics of the merger of two large firms".

About Emtec: Established in 1964, Emtec, Inc. is a systems integrator that provides IT services and products to the federal, state, local, education and commercial markets. Our market leading value-based management methods, coupled with best-in-class IT technology, consulting and development services, address a wide range of specific client needs, as well as support broader IT transformation initiatives. Emtec's service capabilities span the United States, Canada and countries around the globe.

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