

ABOUT EMTEC®

Emtec is the right size provider of technology-empowered business solutions for world-class organizations. Our local offices, highly-skilled associates, and global delivery capabilities ensure the accessibility and scale to align your technology solutions with your business needs. Our collective focus is to continue to build clients for life: long-term enterprise relationships that deliver rapid, meaningful, and lasting business value.

INFRASTRUCTURE SERVICES

Emtec delivers comprehensive lifecycle Infrastructure Services – from requirements analysis, selection, planning, design, procurement and deployment, and technical support, to ongoing service management and outsourced managed services. From the desktop to the data center, our services include not only the procurement of hardware, but providing you with the tools and ability to efficiently provide support, security and effective use of internet computing assets.

- ITSM
- Data Center
- Business Application Infrastructure
- End User Computing
- Platforms

FIRM PROFILE

Domtar is the largest integrated producer of uncoated freesheet paper in North America and the second largest in the world based on production capacity, and is also a manufacturer of papergrade pulp. Domtar is a sustainable paper company that produces specialty papers for commercial, digital, and publishing printing.

THE BUSINESS CHALLENGE

Domtar needed to scale their IT operations to handle the growth resulting from a 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.

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. 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**
- **Implement a framework of integrated, service-focused, IT management tools that will enable Domtar to move forward towards Business Service Management.**

The challenge was to embrace these advances at a level 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.

THE 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 below:

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

“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.”

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 Configuration Management Database (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 could be tuned, configured and further customized to support more mature Information Technology Service Management (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