

Petro-Canada Automates their IT Service Management

Case Study

Burntsand delivers optimized new version of Remedy and CMDB advantages for a global organization with a vision

Company:

Burntsand Inc.

www.burntsand.com

Vertical Industry:

Oil & Gas

Segment

Enterprise

Country/Region

Canada

Software & Services

Remedy ITSM v7.0.1

Situation – Global Organization had older bare bones version of Remedy

The client, Petro-Canada, had an older outsourced version of Remedy and wanted to move to new version in house.

They had incident change and service level management but no analytics reporting or CMDB. They had 4,000 users spread across many locations and processed 5-6,000 service management tickets per month.

They had 2 separate ticketing systems and a person manually moving data from 1 to the other. Petro Canada had a vision of following ITIL best practices.

Solution – Deploying ITSM automation and CMDB allows for an efficient up to date system

Burntsand's team implemented a new version of Remedy adding automation to key processes and CMDB to track all assets.

New system takes advantage of the new Web tools to allow remote sites to access Remedy. We introduced "standard change processes" to replace a custom built work order system for new hires.

Automated a bridge between 2 separate ticketing systems.

Petro Canada's system is a prime example of utilizing the best of ITIL best practices.

Benefits – Service Management infrastructure is accountable and scalable for growth

- **Data availability:** All current employee information is now at their fingertips, problem management module enables investigation and creates a solution knowledge base.
- **Solution is scalable:** future growth welcomed as new devices can now easily be added.
- **Automation of manual process frees resources:** Two ticketing systems transition seamlessly into each other, agents can focus on resolving tickets.
- **Accountability and Transparency:** CMDB allows assets and change information to be available to agents and shareholders alike to review in real time.
- **Customer service:** support analysts better able to assess and solve problems, number of calls was reduced, customer satisfaction increased.
- **Change approvals standardized:** Change approvals now have a formalized approval process to standardize and track all changes and their dependencies.



About Burntsand

Burntsand is a leader in the delivery of technology consulting services for customers with complex information processing and information management requirements in three practice areas - Enterprise Content Management, Collaboration and Service Management - aligned around our strategic partners, EMC, Microsoft and BMC. The Company delivers strategic design, technology architecture and custom application development through our proven Time-to-Value methodology, which mitigates business risk and speeds process improvements and returns. Headquartered in Toronto, Burntsand operates from locations across North America. The Company's shares (TSX: BRT) are traded on the Toronto Stock Exchange. Learn more about Burntsand at www.burntsand.com.