

Digital Transformation of BMC Service Management platform

Microland's customer is the leading provider of comprehensive waste management in North America, providing services that range from collection and disposal to recycling and renewable energy generation. With 26,000 collection and transfer vehicles (the largest trucking fleet in the waste industry), they provide environmental services to nearly 21 million residential, industrial, municipal and commercial customers in the United States, Canada, and Puerto Rico.

The customer was looking for a partner who can re-architect, build and manage the service management application and infrastructure which had been developed on an older version of BMC Remedy by another vendor. It was a mission critical application considering that it was used by more than 23,000 business users. The environment involved two separate environments, one for IT service management and the other for Non-IT service management covering HR, Finance and Collection functions. Both the environments were running on different versions of Remedy and they were heavily customized.

The IT version was customized to an extent of 40 % and the non-IT version was 100 % customized totally involving 1,000+ custom forms and 20,000+ custom workflows. Together the two applications had integrations with 30 + other systems which generated auto-tickets on these applications.

Microland had to transition the application from the other vendor in a very short period and almost had no knowledge transfer. Microland had its task cut out to transform the legacy complex estate into that is modern and state of the art. Microland started executing on a several initiatives including

- Modernising the service management platform by upgrading the current outdated version of Remedy software.
- Reduction of the ticket backlog
- Manage the end-to-end implementation, development and support of the product for both IT and Non-IT environments and ensure stability and reliability of the application

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This upgrade of the Remedy environment was of paramount importance because the software was running on an unsupported version, the hardware was outdated, and the system had serious memory leak issue which caused outages very frequently. The biggest challenge of executing on this upgrade initiative was to convert all the legacy and custom workflows into an overlay on the newer version. Considering there was minimal documentation and Microland did not secure any knowledge transfer from the previous vendor, every workflow had to be validated and had to ensure customizations were incorporated into the new version. Inspite of these challenges, the whole project was completed in very quick timeframe of four months. After the first version upgrade the Microland team was involved in two more upgrades.

Some of the other key initiatives the Microland team has been involved include

- Re-engineering 30+ ITIL processes to enhance user experience
- Managing the underlying infrastructure which involved 29 servers and 7 databases
- Implemented more than 110 new features

About Microland

Microland's delivery of digital is all about making technology do more and intrude less. As we help enterprises move to nextGen technologies, we make sure this embrace of brilliance is predictable, reliable and stable. Incorporated in 1989 and headquartered in Bengaluru, India, Microland comprises more than 4,500+ digital specialists across offices and delivery centers in Asia, Australia, Europe, Middle East and North America.

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