

Siemens IT Solutions and Services

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— David Frazier
 Director of the Competency Center for Siemens IT Solutions and Services

KEY HIGHLIGHTS

Primary Business Needs:

- Continuous improvement
- Infrastructure optimization
- Decision support
- Change management
- Cost reduction

Web site:

- www.siemens.com/it-solutions

Siemens Achieves Continuous Improvement Through Six Sigma, ITIL with VMware vCenter Configuration Manager

Siemens IT Solutions and Services, Inc. is an internationally leading provider of IT solutions and services. With its comprehensive know-how and specific sector knowledge, this division of Siemens offers solutions and services from a single source—from consulting to systems integration, to software development and management of IT infrastructures. Siemens IT Solutions and Services has 43,000 employees and posts annual worldwide sales of more than USD \$7.5 billion.

The Challenge

Siemens IT Solutions and Services, in its ongoing efforts to optimize processes, sought comprehensive analytics to help automate its ITIL and Six Sigma best practices initiatives, to drive more efficiency and better service levels.

The Solution

VMware vCenter™ Configuration Manager gives Siemens proactive insight into correlation between configuration changes and business performance.

The Results

- Automated the collection of information, giving Siemens intelligence on service quality, costs, business behaviors and best practices.
- Correlated data from across the entire IT environment, providing a level of data needed to truly understand the effects of change.
- Made improvements in ITIL-based service support in the areas of incident and problem management.

Siemens IT Solutions and Services cover the entire IT service chain, supporting both internal IT needs as well as those of clients.

From the start, Siemens IT Solutions and Services have focused on the pursuit of best practices standards as a means of driving internal efficiency and customer service delivery. “Our central organizing principle is around ITIL,” said David Frazier, director of the Competency Center for Siemens IT Solutions and Services. “All our delivery centers should have standard and consistent processes to support overall service.”

The company approaches ITIL from a Six Sigma process perspective. Six Sigma Black Belts focus on continuously driving process efficiency and optimizing the ITIL processes the division has deployed. Per the Six Sigma DMAIC process (define, measure, analyze,

implement and control), they look to analytics to understand root causes and relationships among factors such as changes, configurations and incident volumes.

Facing a high rate of change in its rapidly growing environment, Siemens aims to enhance efficiency and lower the cost of its IT service delivery by proactively identifying and reducing issues.

Correlating Change with Business Performance

For a number of years, Siemens has used VMware vCenter Configuration Manager to maintain asset, security and configuration data settings across its IT environment. With an eye toward ITIL and Six Sigma, the company needed comprehensive analytics in order to identify correlations between configuration changes and business performance.

The team applied the analytics capabilities of Configuration Manager to understand how changes in the infrastructure affect the entire environment. Beyond reporting, these analytics automate the collection of proactive, actionable information, giving Siemens intelligence on service quality, costs, business behaviors and best practices. This goes beyond configuration data to quickly correlate information from across the entire IT environment including service desk solutions to provide a level of data needed to truly understand the effects of change.

“Configuration Manager essentially automates a large portion of the process by pulling data based on our requirements,” Frazier said. “We can measure and analyze the data against our defined key performance indicators, such as mean time to resolve an incident or time between failures in problem management. It provides the continuous improvement we seek.”

“Analytics complement the Configuration Manager component,” Frazier said. “They proactively let you identify additional cost-saving or revenue-generating opportunities.

Mitigating Risk and Driving Efficiency

Configuration Manager helps Siemens optimize and expedite its best practices initiatives. Frazier sees the biggest impact in two key areas. First, the organization is improving its ITIL-based service support in the areas of incident and problem management. Secondly, Configuration Manager helps Siemens see interrelations among configurations, change and business performance.

Instead of reacting to issues, Siemens knows how changes will affect IT SLAs. “With Configuration Manager, we can actually predict the result of configuration changes before we make them, so we’re mitigating the risk of change,” Frazier said. As a result, Siemens can better focus its human capital on initiatives that best serve the business, meaning it lowers the cost of service while raising service levels.

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Looking Ahead

In the next couple of years, Frazier sees analytics becoming even more of a foundation of how the competency center delivers services to its customers. The routine use of analytics will continuously support Six Sigma efforts, and quality improvements. He anticipates expanding the initiative globally to maximize the competitive advantage Configuration Manager delivers. With Configuration Manager in place, Siemens can

maximize the effectiveness of its Six Sigma and ITIL programs to allow the company to achieve continuous improvement and optimization as standard practice.

Business Impact of VMware vCenter Configuration Manager

- Operational efficiency – A reduction in incidents enables more efficient use of human resources
- Risk mitigation – Configuration Manager provides a better picture of vulnerabilities and insight on the impact of configuration changes before making them
- Service delivery – Correlating change with business performance lets Siemens proactively address factors affecting service

