

THE ART OF BRINGING TWO INCOMPATIBLE SYSTEMS TOGETHER

COMPANY: **Hewlett Packard Enterprise (HPE)**

SECTOR: **Chemical industry**

Project overview

When one of the world's largest chemical companies appointed Hewlett Packard Enterprise (HPE) to take over its Managed Service contract, HPE needed to complete a highly complex full-service global integration without its client providing any engineering support.

However when HPE was instructed that it couldn't utilise its proprietary ITSM solution, it needed to find a way to integrate its HP Service Manager (HPSM) with its client's existing SAP system. The big challenge was that these two systems were incompatible and unable to communicate with each other natively. We brought on board to handle the project on the behalf of HPE, and took on the challenge from start to finish.

At the centre of the solution was a fresh, innovative approach, backed with a strong understanding of the HPE offering - specifically the ins and outs of HPSM. With years of experience in handling migration, upgrade and integration projects of all sizes, we helped HPE to fully understand the degree of incompatibility between the two systems and created bespoke tools which facilitated a re-engineering solution of the HPSM tool to achieve electronic

integration.

With a tough brief and potential penalties along the way, we was successful in hitting all deadlines, incurring no penalties and even managed to increase HPE's margins by allowing both systems to work together in harmony.

This project demonstrated the following :

- ✦ Integrate multiple platforms together without any business disruption
- ✦ Making incompatible systems work together
- ✦ Handle complex and challenging projects while adhering to very tight deadlines
- ✦ Problem solve to the very highest of industry levels
- ✦ Design scalable solutions for any volume of transactions



The flexibility of IPAAS, combined with the professional capabilities of integration specialists from Pentest, Soitron and HPE, allowed the new designs to progress from concept to testable solution in the space of hours and days - rather than the weeks and months that are often required by other less capable integration technologies and methodologies.

IPAAS is also remarkable because it allowed for real-time translations, a feat that was previously thought to have been impossible. Soitron ultimately created a system which could handle any volume transactions in a standardised framework which offered the chemical company extreme flexibility for the future and at the same time a solid and robust platform.

Soitron's responsibility on the project was escalated as milestones were met ahead of schedule and below budget.

Achieving the results

The project brief was very clear – deliver a solution with speed, quality and reliability. While the global chemical company knew what it wanted, HPE needed to avoid any contractual penalties and provide a secure solution which required no engineering effort to rewrite existing HPE and customer interfaces.

Because the ITSM interfaces were not compatible, and neither HPE nor its client were able to modify their own system to address this incompatibility, Soitron's ITSmart+ was the right solution.

Using a combination of proven technology along with highly-experienced specialists, the highly flexible and fully managed service delivered this project on time and to budget.

How we made it easier.

- * A strong understanding of the HPE business
- * Existing HPE relationships
- * Strong EU presence
- * Addressed all data sensitivity concerns
- * Development of IT Smart+ to provide a reliable, cost effective and rapidly deployable 'off the shelf solution'

Project summary

When Hewlett Packard Enterprise (HPE) was appointed to provide managed services for this global chemical industry giant, a highly complex full-service global integration was required.

However this was no ordinary service switch-over, as the company's brief was to keep its existing electronic case exchange provided by SAP and specified that it could not provide any of its own engineering support for the project. As HPE could not utilise its proprietary ITSM solution, it needed to integrate its HP Service Manager (HPSM) with the existing SAP-based ITSM tool.

Long-standing partner Soitron was brought in by HPE to complete the integration project from start to finish. At that stage, the full extent of the technical difficulties was yet to be fully raised. After full analysis, the complexity of retaining specific legacy SAP functions created new challenges, and the team needed to quickly address them, especially as the project also included financial penalties for missing deadlines.

It was supported by a highly capable expert team including integration specialists who could work quickly and efficiently to deliver a solution.

The solution

For a unique challenge, Soitron came up with a unique solution. In fact, this particular solution resulted in the development of the IT Smart+ solution – a new service offering which Soitron now offers to businesses facing similar challenges.

The requirement was a solution that externalised all the engineering effort and risk, which was flexible enough to allow these disparate systems to interact with each other, and was finally could be used by a team of specialist to deliver the project on time. This is exactly what IT Smart+ achieved.

Once the project was fully scoped and scaled out, Soitron brought in key partners which included Pentest and Secarma. This meant that all aspects of the project could be managed by Soitron while utilising best of breed services and practice across the industry.

The new solution, named ITSmart+, was pivotal in bridging the data from the legacy SAP service to enable communicating with HPE's HPSM. This DataBridge integration platform as a service (IPAAS) was combined with Soitron's project management and hosting capabilities to create a solution which was successful because it didn't require engineering at either end and cut significant costs.

This allowed for the basic case exchange for change and incident management to be ready for end to end testing within a few short weeks, and then could be developed and progressed to production, through a rapid DevOps approach. The adoption of a streamlined DevOps methodology ensured that the entire project required only a handful of resources from Soitron, HPE and the client company to complete it. This not only guaranteed optimal utilisation of the available resources, but also ensured that the project could progress rapidly, by drawing together only those technical and operational resources most essential to the integration process.

“With a tough challenge presented to them, Soitron was instrumental in leading this project and creating a realistic solution.

While understanding HPE was a real benefit, it was also the ability to problem solve and think out of the box that made this project a success.

Kerstin Gieb,
EMEA Project Delivery Manager, HPE

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The sensitivity of the data being shared between HPE and its client was also a key consideration. As an industry-leader, this business placed significant emphasis on the need to protect the data contained within each incident management and change request ticket. This meant that issues of data sovereignty, accessibility, encryption and service continuity were of particular importance.

Soitron set out to develop an alternative solution to address this challenge, and working with long-standing partners, the company created a solution that externalised all the engineering effort and risk and which was flexible enough to allow the disparate systems to interact and communicate with each other.



Every HPE project presents a great challenge, and once again, we came up with a viable and realistic solution which saved HPE time and money.

For this project, we developed IPAAS, which was a landmark innovation that can be applied to other similar projects of all sizes. This means that any business dealing with two or more incompatible platforms now has a solution which we can apply as appropriate.

DANIEL OLSSON

Managing Director, Soitron UK

Why Soitron?

Soitron was selected as HPE's outsourcing partner of choice because of its:

- * Best practice and innovation
- * Technical capabilities
- * Highly capable people
- * Locations throughout CEE
- * Highly competitive price and clear return on investment
- * Methodology which adheres to the most up to date and highest standards
- * Strong management
- * Communications tools
- * Risk management



Hewlett Packard Enterprise

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ESM Partners is a consultancy company specialising in ITSM, ESM and ITOM solutions.

More information at www.esmpartners.co.uk



Founded in 1991, Soitron is a leader in introducing new technologies and innovative solutions. Today Soitron is one of the largest IT service providers in the CEE, with more than 800 employees and facilities in Slovakia, Czech Republic, Romania, Turkey, Bulgaria, Poland and the United Kingdom.

Soitron has been helping both regional organisations and multi-nationals such as HP, AT&T, Vodafone, Orange and E-On to grow their business through the highest-accredited services including system integration for IT infrastructure, unified communications, customer interaction, content management, security and IT

More information about Soitron UK available at www.soitron.co.uk.