CASE STUDY ADVANCED

Advanced successfully upgrades managed service customers to latest Remedy ITSM v9.1 using Alderstone CMT
THROUGH THEIR ENTERPRISE AND MARKET FOCUSED SOLUTIONS, ADVANCED POSITIVELY IMPACT MILLIONS OF PEOPLE’S LIVES THROUGH CONTINUALLY INVESTING IN THEIR PEOPLE, PARTNERSHIPS AND OWN TECHNOLOGIES TO STAY FOCUSED ON THEIR MARKETS’, CUSTOMERS’ AND THEIR STAKEHOLDERS’ NEEDS.

They enable their customers to drive efficiencies, savings and growth opportunities through focused, right-first-time software solutions that evolve with the changing needs of their business and the markets in which they operate.

True partnership is the defining thing that makes Advanced different from the competition. Advanced pride themselves on delivering focused software solutions for public sector, enterprise commercial and health & care organisations that simplify complex business challenges and deliver immediate value.

Advanced is a Sunday Times Top Track 250 Company 2015 and was ranked in the Deloitte UK Fast 50 which recognises the 50 fastest growing technology companies in the UK and a winner of the Tech Company of the Year in PwC’s UK Tech Awards in 2014.

Learn more at www.oneadvanced.com
ADVANCED SUCCESSFULLY UPGRADERS MANAGED SERVICE CUSTOMERS TO LATEST REMEDY ITSM V9.1 USING ALDERSTONE CMT

Advanced provide ITSM as a service to nearly five thousand company entities hosted on a multi-tenant, on-premise 7.6.04 BMC Remedy ITSM system. Advanced have successfully completed a phased upgrade to BMC Remedy ITSM 9.1.

Advanced chose to upgrade their system in two phases using Alderstone CMT to safely and rapidly migrate customers and operating company data. This approach significantly reduced the internal operational impact and costs. Most importantly, Advanced were able to continue to provide uninterrupted, high-quality IT Management services to their customers throughout the upgrade process.

### UPGRADES

<table>
<thead>
<tr>
<th>PROJECT DURATION REDUCTION</th>
<th>DATA MIGRATION EFFORT REDUCTION</th>
<th>CUTOVER DURATION REDUCTION</th>
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</thead>
<tbody>
<tr>
<td>1.5 YEARS REDUCED TO 5 MONTHS</td>
<td>380 DAYS REDUCED TO 30 DAYS</td>
<td>TWO OUTAGES OF &gt;6 DAYS REDUCED TO TWO OUTAGES OF &lt;24 HOURS</td>
</tr>
<tr>
<td>72%</td>
<td>92%</td>
<td>80%</td>
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THE CHALLENGE
A phased upgrade was the ideal solution but, using legacy Remedy data management tools, Advanced found it impossible to perform a phased upgrade due to fundamental technical issues.

Advanced had several important customers keen to take advantage of the new features in BMC Remedy ITSM v9.1. However, the impact of a full upgrade on their huge multi-tenant application was too large to manage without impacting customer service delivery.

POOR PERFORMANCE
Advanced’s multi-tenant Remedy system is used to manage IT Service Delivery to over 5,000 company entities, holding nearly 180 million records. Using legacy API tools, it would have taken nearly seven months to perform a one-off data migration of all data from Advanced systems, at which point the data would have been seven months out of date! A phased migration prevents incremental data migration, as after the initial wave, subsequent migrations are performed into a live system; meaning the cutover outage would have taken several months with legacy tools.

UNABLE TO MIGRATE INDIVIDUAL COMPANIES
To perform a phased migration, it is necessary to identify and migrate the data belonging only to those Companies in scope. This includes the Foundation Data, such as Sites, Organizations, People, as well as the transactional data belonging to those Companies. Using legacy data migration tools identifying all of the People belonging to a Company is straightforward but identifying and migrating the user permissions, Support Group Memberships, etc. which belong to those People is simply not possible.
THE SOLUTION

Advanced used ALDERSTONE CMT to enable a cost-effective, phased upgrade to a new BMC Remedy ITSM v9.1 system and overcome the technical challenges.

The customers eager to take advantage of the new 9.1 features were migrated in the first wave, and were delighted with the results. After some fine-tuning of the architecture, the second wave migrated the remaining customers into a proven, stable platform.

FASTEST DATA MIGRATION

Alderstone CMT is the fastest data migration solution for Remedy ARS, enabling Advanced to upgrade to the latest ITSM v9.1, moving all of the data in their multitenant BMC Remedy ITSM system within just a few hours as opposed to nearly seven months using API tools.

This performance meant a huge reduction in the project timeline and costs. Advanced were able to perform multiple data migrations as part of the test and preparation for cutover, giving huge flexibility. CMT’s performance ensured the production cutover outage durations were measured in hours rather than weeks.

ADVANCED DATA CONTROL

Advanced leveraged Alderstone CMT’s powerful data selection and transformation capabilities to enable a two-phase migration from their ITSM 7.6.04 directly to a new parallel ITSM 9.1 system. This is only possible due to CMT’s unique understanding of the underlying BMC Remedy ITSM data model and the ability to safely migrate related data sets between Remedy systems while ensuring data integrity. Instead of developing custom scripts, Advanced were able to use the out-of-the-box capability of CMT to migrate selected groups of customers and operating company data safely, ensuring huge cost savings.

MIGRATION OF SELECTED COMPANIES WITH ALL THEIR FOUNDATION, TRANSACTIONAL AND SERVICE MANAGEMENT CONFIGURATION DATA IN TWO PHASES

MIGRATION OF OPERATING COMPANIES SUPPORTING THE CUSTOMERS IN THE WAVE WITH ALL FOUNDATION DATA IN TWO PHASES

MIGRATION OF ALL GLOBAL DATA IN FIRST PHASE
Our upgrade to Remedy ITSM 9.1 ensures we continue to deliver industry-leading services to our customers. Our phased upgrade approach ensured that this major change had no impact on our customers and kept our costs low.

Neil Cross, Managing Director, Advanced
ALDERSTONE CMT really delivered for us. We had no data migration issues at all, and the speed of migration was fantastic. The phased migration approach allowed us to complete the upgrade without overwhelming our support teams and without impacting service delivery to our customers.

Sophie Quayle, Project Manager, Advanced

Find out more about how ALDERSTONE CMT can help you reduce the cost, complexity and duration of your next Remedy ITSM upgrade or enable you to consolidate your Remedy systems.

REQUEST A DEMO
at: www.alderstone.com/contact
WE’VE BEEN PROVIDING HIGH-QUALITY SOLUTIONS FOR THE IT SERVICE MANAGEMENT SECTOR SINCE 2008.

Our product, Alderstone CMT, is the industry-leading data migration tool enabling companies to upgrade, move to the cloud or consolidate BMC Remedy platforms at a fraction of the cost of legacy methods.

We provide consultancy in the following areas:

- PROGRAMME MANAGEMENT
- PROJECT MANAGEMENT
- BMC REMEDY ITSM CONSULTANCY
- SYSTEMS INTEGRATION