



SELEX Systems Integration Ltd

» When SELEX needed a single centralised service desk to deal with support requests across multiple territories, it turned to BMC FootPrints for help

BUSINESS DRIVER

» The need to have one single, centralised system to deal with incidents across Europe, which was 100 percent web-based.

BUSINESS BENEFITS

» Adaptive architecture means that it is easy for SELEX Systems Integration to make alterations and changes in its own time, delivering a very competitively priced solution. With over 1,000 users across Europe, self service was also critical.



GEOGRAPHY

United Kingdom

INDUSTRY

Information Technology

SOLUTIONS

BMC FootPrints

MERGING TWO BUSINESSES

SELEX Systems Integration is an incredibly busy and rapidly expanding business with ambitious goals. The IT department consists of 18 people who are under enormous pressure to deliver for the business, including ensuring that they run an effective and efficient service desk which supports up to 1,000 employees across Europe.

Prior to being acquired by Finmeccanica, VEGA's IT department had been using a leading service management solution, BMC FootPrints, since March 2004. Over the years, BMC FootPrints, a 100 percent web-based solution, has helped VEGA's IT and Support Managers to streamline and automate the operation, align with the business and provide excellent service to its internal customers.

At the time of merger, SELEX Sistemi Integrati UK Ltd was using another service management solution, known as HEAT®. It was deemed unnecessary to use two service desks and the decision was taken to rationalise to one solution. Nick Dunford, Head of Information Systems at SELEX Systems Integration, was tasked with determining which solution would best fit the newly merged business. After extensively reviewing the capabilities of both products side-by-side, Dunford opted for BMC FootPrints.

"The reason why we selected BMC FootPrints is because it perfectly matched our application strategy – in that it is a web-based solution with SQL Server® in background with single sign-on. Additionally the configurable workflow and escalation capabilities in the product were very attractive because this meant that complicated programming would not be necessary. As a result, our technicians don't need to have deep technical knowledge of the solution. We also don't have to purchase extensive professional service engagements from BMC Software for implementation, administration, customisation and upgrades," Dunford explains.

“It is easy for users to log their own calls using BMC FootPrints Self Service capabilities. Most people either send emails into the service desk or they log onto the Self Service portal, so overall there is lower cost of ownership for the IT department as we require fewer resources to manage queries.”

UPGRADING TO THE LATEST VERSION

Once SELEX Systems Integration had decided that BMC FootPrints was the right product for the business, Dunford set about purchasing additional licences and consultancy from BMC Software to move to the latest version of the product. Dunford was particularly interested in implementing parts of the ITIL® framework and was pleased that BMC FootPrints offers new and expanded support for ITIL (IT Infrastructure Library®) Service Lifecycle best practices. Dunford continues, “We are currently sending all our IT staff through the foundation certificate for ITIL, so having a service desk that delivers advanced ITIL capabilities was very important to us. Although we are not utilising this feature currently, we know that we can bring it on stream in the future because of the flexibility of the system.”

Today, BMC FootPrints handles SELEX’s service desk hardware and service requests. All 18 technicians in the IT department have the ability to log on with varying levels of authority. BMC FootPrints is used internally within the IT department for change management. Additionally, the facilities management team is using this project-based tracking tool to maintain and take care of SELEX Systems Integration’s operational activities. With BMC FootPrints’ ability to consolidate and automate multiple business processes, the facilities management team can use the tool to help with maintenance of the building and assets, as well as scheduling of daily tasks such as care of the air conditioning, electric power, lighting, security and so on.

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NICK DUNFORD
HEAD OF INFORMATION SYSTEMS

WHAT NEXT?

SELEX Systems Integration is a fast moving dynamic business that doesn't stand still. It uses technology to create competitive advantage. In January 2010, SELEX Systems Integration will be implementing SAP® across the business. As a consequence, Dunford expects that the calls into the service desk will increase rather than go down. It is therefore essential to have a robust solution in place to handle the anticipated increased volume of queries.

There are also plans afoot to virtualise some of SELEX Systems Integration's technology and the business is also looking to implement Microsoft® SharePoint® in the future. All of these new IT projects will involve BMC FootPrints to a greater or lesser degree, which provides an important technology hub for the IT department. Dunford concludes, "BMC FootPrints replaces complex, expensive service desk solutions with lower cost of ownership because it requires fewer resources to manage. The product delivers fast time-to-productivity in that it is up and running faster than most other tools that I've experienced."

“Our customers have very quickly felt at ease with BMC FootPrints. We've been delighted with the flexibility and control it has given us; not just around the service desk, but also when using it for internal change management within the IT department. We're a progressive company and for IT to efficiently respond to the demands of the business, we couldn't do so without BMC FootPrints!”

NICK DUNFORD
HEAD OF INFORMATION SYSTEMS

ABOUT SELEX

SELEX Systems Integration is a dedicated Prime Contracting and Systems Integration business managing the delivery of technology investment programmes in complex operational and safety-critical environments. With over 50 years' experience within the Security, Defence, Aerospace and other Critical National Infrastructure areas, SELEX Systems Integration has a proven ability to integrate products and systems that satisfy the needs of both their customers and the regulatory environment in which they operate.

SELEX Systems Integration is a subsidiary of SELEX Sistemi Integrati SpA, which is backed by Finmeccanica, one of the world's largest technology companies, with a turnover of more than 15 billion and 73,000 employees worldwide.

BUSINESS RUNS ON I.T. I.T. RUNS ON BMC SOFTWARE.

Business runs better when IT runs at its best. That's why more than 25,000 IT organizations — from the Global 100 to the smallest businesses — in over 120 countries rely on BMC Software to manage their business services and applications across distributed, mainframe, virtual and cloud environments. With the leading Business Service Management platform, Cloud Management, and the industry's broadest choice of IT management solutions, BMC helps customers cut costs, reduce risk and achieve business objectives. For the four fiscal quarters ended March 31, 2012, BMC revenue was approximately \$2.2 billion. Visit www.bmc.com for more information.

