



11MM daily readership

5,000 employees supported

Reduced mean-time-to-resolution (MTTR)

News UK

News UK

 **INDUSTRY**
Media

 **CHALLENGE**
Develop a service asset strategy to support tier-1 services that drive News UK newspaper sales and advertising revenues.

 **SOLUTION**
Discovery, Discovery for Storage, and Atrium CMDB have become the cornerstone of News UK's service asset strategy to deliver high quality IT services to the business.

 **PARTNER**
KTSL
KTSL

BMC is a global leader in innovative software solutions that help IT transform traditional businesses into digital enterprises for the ultimate competitive advantage.
BMC – Bring IT to Life

Leading publisher News UK optimizes digital service management to keep presses rolling for 11MM readers

BUSINESS CHALLENGE

News UK, a wholly owned subsidiary of the American mass media conglomerate News Corp, is the current publisher of major UK newspapers *The Times*, *The Sunday Times*, and *The Sun*. News UK journalists and digital development teams start with a blank canvas and create content that educates, informs, and inspires its customers. The Enterprise Technology group provides the advanced information systems that support that canvas. To ensure high performance and reliability of the systems that support content production and distribution, the group is transforming its asset management processes and has implemented robust solutions that help keep the presses rolling and content flowing at News UK.

BMC SOLUTION

Working with BMC partner KTSL, News UK implemented fast, accurate IT asset discovery with BMC Discovery and Discovery for Storage, and Atrium Configuration Management Database (ITIL® CMDB), along with TexWurx uControl™, to improve troubleshooting, business impact analysis, and change management planning.

BUSINESS IMPACT

As part of an enterprise-wide service review and remediation program, BMC solutions have improved reliability and performance of systems required for high-speed, on-time publication of content, which is essential to driving production.

- Detailed data enables staff to troubleshoot incidents quickly, **cutting mean time to resolution (MTTR) significantly.**
- Visibility into assets and their relationships **has improved the change success rate measurably.**
- **Change-related incidents have been greatly reduced.**
- The storage manager now has an **accurate, real-time picture** of how storage is configured and how storage volumes relate to the services they support.

“When you have strong, well-defined processes and advanced tools in place,” says Paul O’Connell, head of enterprise operations at News UK, “you can cope with increases in users, systems, and throughput—and continue to ensure reliability without adding staff.”