# Trafigura

» Trafigura gets extensive IT service desk automation and ITIL support in BMC FootPrints

### BUSINESS DRIVER

» Implementing ITIL across the entire organisation using BMC FootPrints as the central hub for managing, servicing and coordinating new IT service desk processes.

### BUSINESS BENEFITS

» Delivery of improved services to the business; better handling of 3,000 support and IT request calls per month and improved incident management processes.

**GEOGRAPHY**
The Netherlands

**INDUSTRY**
Financial Services

**SOLUTIONS**
BMC FootPrints

### BACKGROUND

Trafigura is one of the largest independent trading commodity companies in the world. It handles every element involved in the sourcing and trading of crude oil, petroleum products, renewable energies, metals, metal ores and concentrates for industrial customers. It operates in 42 countries and has approximately 1,900 employees across the globe.

### ADOPTING A NEW STANDARD

Trafigura has an extensive IT department, employing around 57 people on the service desk and IT infrastructure teams. They look after approximately 1,700 users with a total of 2,700 PCs. Being one of the largest trading commodity companies in the world and also having a large staff base, meant that the company needed an effective and efficient service desk. Supporting all incoming IT requests and queries is a critical part of Trafigura's business, so downtime effectively costs money. The company needed a robust system in place to monitor user queries. Therefore, Trafigura implemented BMC FootPrints in May 2004 as its main service desk. It has been using it ever since to tackle the 3,000 support and IT request calls it receives per month.

David Nolan, Global IT Service Desk Manager at Trafigura comments, "When I started at Trafigura in 2006, the IT department had been using BMC FootPrints to manage it s ITrequests and reporting processes for a couple of years. At that time, it was closing around 950 calls per month. However, BMC FootPrints definitely wasn't being used to its full potential and the team was only capturing the bare minimum of data that the software is actually capable of handling.

"I attended the Service Desk & IT Support Show a year or so ago where I saw BMC FootPrints and other service desk products available on the market. I watched a product demonstration which really opened up my eyes to the extent of what BMC FootPrints could provide. I felt inspired to look into rebranding our current help desk to a proper service desk that would deliver all the bells and whistles for our organisation. This is where I started to look into applying ITIL standards to ensure we had a great service management framework to accompany BMC FootPrints."

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BMC FootPrints is a practical and flexible IT service management solution for the real world that gives you fast time-to-productivity, ease of administration and use, and extensive workflow automation. A 100% web-based application, BMC FootPrints provides extensive flexibility for consolidating and automating business processes within and beyond the IT organisation.

ITIL provides a framework and guidelines for the best practices used in delivering IT services, outlining an extensive set of management procedures to support businesses in achieving both quality and value in IT operations. ITIL helps organisations around the globe deliver high quality IT services, especially in the areas of service support and service delivery.

At the heart of ITIL v3 are the core processes of incident, problem, change, configuration and release management allied to the use of the Configuration Management Database (CMDB), a central store for all assets and their interrelationships. ITIL outlines the policies and concepts for managing IT infrastructure assets, operations, development and review to manage its core IT processes.

Implementing such rigorous IT controls ensures that Trafigura has repeatable and auditable processes and can significantly improve the predictability, management and performance of its service desk. Trafigura has an extremely busy service desk, dealing with 1,700 users and handling approximately 3,000 calls every month. Fast resolution of user queries and prioritisation of the more serious incidents are key objectives for the service desk to deliver against.

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**DAVID NOLAN**
**GLOBAL IT SERVICE DESK MANAGER**

### BMC FOOTPRINTS: ENABLING ITIL PROCESSES

Trafigura started to apply ITIL v3 processes in October 2008 to support its BMC FootPrints service desk. Trafigura is now well on the way to implementing ITIL processes with its service desk solution. BMC FootPrints supports multiple ITIL processes and has been verified by the Pink Elephant organisation for 7 ITIL v3 processes. Approximately 75 percent of the service desk team has passed the ITIL Foundation exam. They now have a much more detailed categorisation in place for incidents. Service level agreements (SLAs) are set to be implemented by May 2010. The first stage of Trafigura's CMDB will be in place by February 2010.

Today, BMC FootPrints is deeply embedded in Trafigura's IT department on a global scale and its capabilities reach far beyond typical help desk and service desk requirements. Trafigura has been able to put in place more manageable, streamlined processes throughout the business. The powerful workflow automation tools and advanced customisation options have made the product exceptionally easy-to-use and can adapt with changing requirements.

BMC FootPrints not only helps with all reporting requirements by building up more detailed logging of all IT requests, but it also enables problem and change management by spotting trends and areas for improvement. It has also been a good driver in the sharing of knowledge. The IT team can now easily search through old jobs and see what was done to solve them, avoiding duplication and ensuring IT requests are solved in a timely manner.

Nolan continued, "We're pleased that we are using BMC FootPrints to its full potential. We've definitely improved our incident management processes. By introducing trend-analysis we have been proactively targeting our highest incident loggers and empowering them to resolve their own issues.

"We are now providing our staff with more than just a help desk – we're offering a great service desk solution. By following the ITIL standards, we've ensured that we now have a good framework and clear guidelines to do this – and ultimately are providing the best IT support for our company."

Nolan added, "BMC FootPrints is the main tool we use in our IT department and we've been able to centralise everything at a global level. We couldn't have become ITIL verified without BMC FootPrints.

"Our staff has also taken to ITIL's process rigour. They understand the point of all the changes we have been making and it's helped them to realise that the work they do is bigger than whatever tasks they undertake on a day to day basis. With a bit of thought and by documenting resolutions in more detail, they can see how it will help free up time for them and for other team members in the future.

"Processes are absolutely key. Having service desk staff in multiple sites in different time zones means that, left to their own devices, everyone will develop their own methods of doing things. By putting processes in place for handling regular requests e.g. starters and leavers, it ensures consistency and ultimately provides our customers a better service."

"We are looking at standardising systems and service desk solutions across the organisation, rather than every department having their own software. I would thoroughly recommend the BMC FootPrints solution to anyone, especially if you are embarking on an ITIL initiative."

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**GLOBAL IT SERVICE DESK MANAGER**

### LOOKING AHEAD

Moving forward, Trafigura will focus on delivering improved services to the business supported by BMC FootPrints. They recently updated the user notification service to include more information for users who want to trace their IT requests. They are considering adding BMC Asset Management Platform to manage their IT assets and further complement their current service desk solution. The IT team is also now promoting the benefits of BMC FootPrints process rigour to other divisions, such as the Development and Facilities Management teams at Trafigura.

Nolan concluded, "We are looking at standardising systems and service desk solutions across the organisation, rather than every department having their own software. I would thoroughly recommend the BMC FootPrints solution to anyone, especially if you are embarking on an ITIL initiative."

## ABOUT TRAFIGURA

Established in 1993 as a private company, Trafigura is the world's third largest independent oil trader and the second largest independent trader in the non-ferrous concentrates market. It has access to approximately US$33 billion in credit facilities, with investments in industrial assets around the world of more than US$3.3 billion. Trafigura handles every element involved in the sourcing and trading of crude oil, petroleum products, renewable energies, metals, metal ores, coal and concentrates for industrial consumers. 3,360 of our people operate in 81 offices across the globe, to provide the local knowledge that enables us to anticipate and respond to variations in global supply and demand.

## 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.

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