

CASE STUDY

T-Online

## Transparency of technical effect chains

Managing the configuration of all IT assets

### > BUSINESS CHALLENGE

- Consolidation of all IT assets including 6,000 servers within a fully federated Configuration Management Database (CMDB)
- Optimization of IT asset lifecycle and reduction of procurement costs
- Monitoring and controlling SLAs based on the IT business processes used by customers
- Improvement of incident, problem and change management processes through the deployment of a federated CMDB
- Ensuring legal compliance by a comprehensive software asset management

### > PROJECT APPROACH

- To use asset data managed within a CMDB
- To establish a comprehensive service catalogue
- To map asset data to business services and associated SLAs

### > WHY USU WAS SELECTED

- Provides IT asset management and a fully federated CMDB tuned to the ITIL framework
- Maps business processes/services and their application dependencies
- Integrates easily to T-Online's event management, workflow (MARS) and SAP systems

- Complies with the existing ITIL framework
- USU's deep understanding of the T-Online's business requirement
- Effective long-standing partnership with T-Online's affiliated company T-Systems

### > BENEFITS

- A 7% reduction in total cost of ownership within IT procurement and contract management
- A significant improvement in the availability of business services, thus increasing revenues and reducing business risk
- Real-time corroboration of IT asset, inventory and accounting information
- Cost reduction by 30% through IT transparency across the entire enterprise and by legalizing and rationalizing software assets
- Contributed to T-Online winning the award for "best internet service provider"

### >> AT A GLANCE

**Company:**

T-Online, Germany

**Industry:**

Telecommunications, Internet, Media

**Employees:**

3,300 (2006)

**Customers:**

approx. 15 million

**Location:**

Darmstadt, Germany

**Website:**

www.t-online.de

**Solutions & Services:**

USU Valuation

T-Online International AG is the leading internet service provider in Europe providing internet access for more than 15 million customers worldwide. Other attractive fields of business are closely connected to the internet service, such as advertising, e-commerce or paid content. For a transparent IT infrastructure, T-Online is using USU Valuation.



## **T-Online's availability – superior performance 24/7**

*T-Online keeps tabs on the availability of all its products and services 24 hours a day, 7 days a week. In a specially designed "service control centre", T-Online uses robot technology to monitor the availability of its services, processes and products from the customer perspective. The quality of this procedure received TÜV certification following an intense audit by TÜV Informations-technik GmbH. In the unlikely event of malfunctions, cause and effect chains allow engineers to immediately pinpoint where the fault lies and how it is affecting services (Source: Annual Report T-Online 2005).*

### **> Initial Situation and Aim**

The foundation of T-Online's success lies in the smooth operation of their information technology. In order to guarantee the transparency of the multifaceted IT infrastructure and to better support central processes and their interaction, T-Online explored the market for an IT asset and configuration management tool. The existing "inventory database" was to be expanded into a federated IT asset and configuration management database, in line with processes and disciplines defined by ITIL. The Service Control Center is challenged with various monitoring tasks in order to ensure the smooth operation of business services. This includes end-to-end monitoring from the customer's perspective, event correlation and company-wide analysis. This is where the "technical effect chain" model was developed. The chains represent the multifaceted connections and logical dependencies, starting with individual IT components and ending with the customer products and supporting services. Last but not least, the plan was to minimize procurement and operating costs. Following a sophisticated selection process considering leading ITSM vendors on the market, T-Online eventually selected the USU's IT asset and configuration management software Valuation.

### **> Project Work & Live Operation**

Following a jointly development both of specifications and requirements and the implementation program, the application went live for operation

on the approximately 7,000 servers managed by T-Systems. In the second phase, approximately 400 internal servers were connected, important interfaces were switched over, and the vast network of connections was mapped in detail from the IT components to the products and services.

Today, Valuation provides all current and relevant information about managed systems and services, and their respective relationships. Via the SAP interface, asset data from Valuation is linked with current commercial and organizational data. The final stage included further functional improvement like documentation of all changes to the configuration items, mapping the administration of storage capacity, and expanding analysis possibilities.

### **> Results and Forecast**

Valuation's complete solution offering for IT asset and configuration management (CMDB), as a central application, ensures that services are well controlled. The complex relationships between the customer's individual business processes, the offered IT services and the IT systems involved are supported for the long-term. This is made possible by stored object types such as product groups, services, functions or systems and their dependencies on each other.

Positive effects also result from the integration of standard IT service management processes based on ITIL standard.