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COMMUNITY



Retire Multiple Service Management Tools with the Rapid Deployment of Micro Focus SMAX
March 5, 2019



Brought to You By

Vivit's Service Management Special Interest Group (SIG)



Torrey Jones
Principal Consultant – Service Management
Greenlight Group

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Hosted By



Chris Visagie
ITOM Product Manager
EOH Application Management

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Today's Speaker



Martin Moralo
Head of BSM
Multichoice

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House Keeping

- This “LIVE” session is being recorded
Recordings are available to all Vivit members
- Session Q&A:
Please type questions in the Questions Pane

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Webinar Control Panel

Toggle View Window
between Full
screen/window mode.

Questions





**Retire Multiple Service Management Tools with the Rapid Deployment of
Micro Focus SMAX**



MultiChoice
SMAX



24+
Divisions across
MultiChoice Group



62,6%
Saving – HPSM
Modernization vs SMAX

HPSM to SMAX Benefit

14 Capabilities
Increased to
27 Capabilities



13,9 million subscribers
50 Countries
6,963 Employees

US\$ 4
billion

4,5 months

Project initiation to Production
Rollout



1,265
Person Hours

39 Projects – 2019 FY

SMAX Lite
*Configuration/Out of
the Box Functionality*

SMAX Complex
*Multiple Integration
Points/Custom
Flows/Automation*

Country Deployment

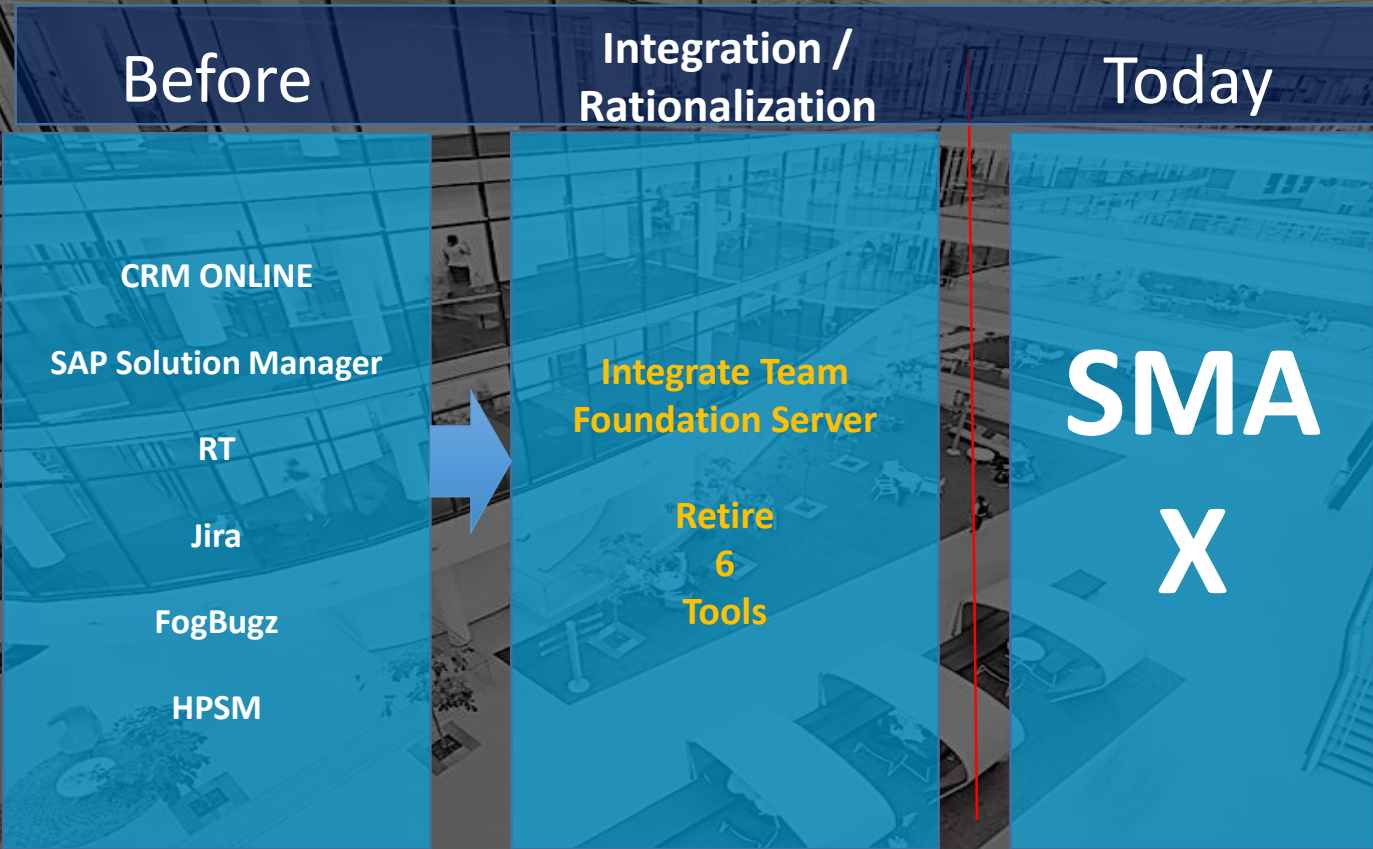
1 week

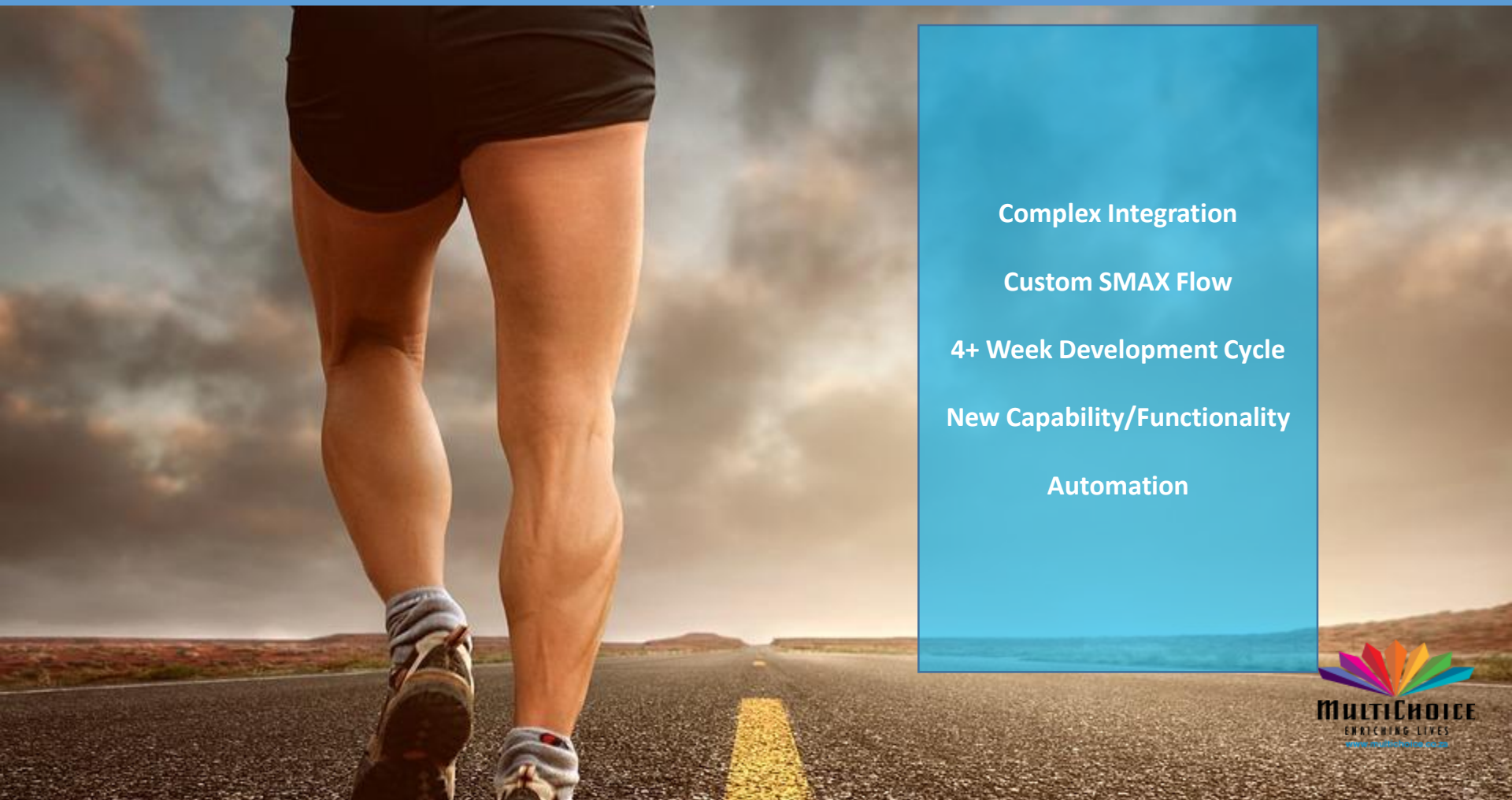
Training,
Requirements &
Configuration

1 week

Deployment &
Support







Complex Integration

Custom SMAX Flow

4+ Week Development Cycle

New Capability/Functionality

Automation



Simple Integration
Out-of-the-Box SMAX Flow
5 Day Configuration Cycle

Project Approach – Plan, **Engage** , Build, **Engage**, Test, **Engage**
Deploy, **Engage** , Support, **Engage**

Engagement approach agreed upfront:

- MultiChoice (Customer)
- Design principles, Project Scope and Governance framework adherence.
- 80% of project time on planning – gained Stakeholder support and buy in across all phases.
- Business engagement with Stakeholders, operators and end users!
- SteerCo Forums for the duration of the project lifecycle - decision based outcomes achieved.
- Deployment success, criteria key factors:
 - ‘Like for Like’ from HPSM to SMAX – Minor deviations with major functionality – OOTB
 - Functional test and acceptance defined and executed.
 - Engage, Build and then Engage and Defect Management
 - Boot camp Training session 80% coverage in core areas

Project Highlights Summary

- Planned Duration vs Actual Duration reduced from 6 months to 4 months
- 38 Milestones - 37 Milestones achieved on time 97%
- 1 Milestone missed 3%
- **Lessons Learned**
 - Cross functional skilled teams
 - Vendor 100% support Micro Focus
 - Speedy conflict resolution
 - Communicate bad news early
 - Stakeholder engagement is more important
 - Understand the difference between Organisational Change vs Technology Change
- **Achievements**
 - 100% sign off and buy in from all Business Units onboarding in Phase 1.
 - Automation – reduced operational inefficiencies
 - 200+ Offerings configured - automated Service Desk capabilities
 - HR enterprise rollout from SharePoint to SMAX .



SMA-X VE Productivity Report Incidents Logged

Last Refresh Date
2019/02/19 14:38:32

11/19/2018 2/28/2019



Filter Criteria 1

- Division
- Platform
- Unit
- Assignment Group
- Status

Filter Criteria 2

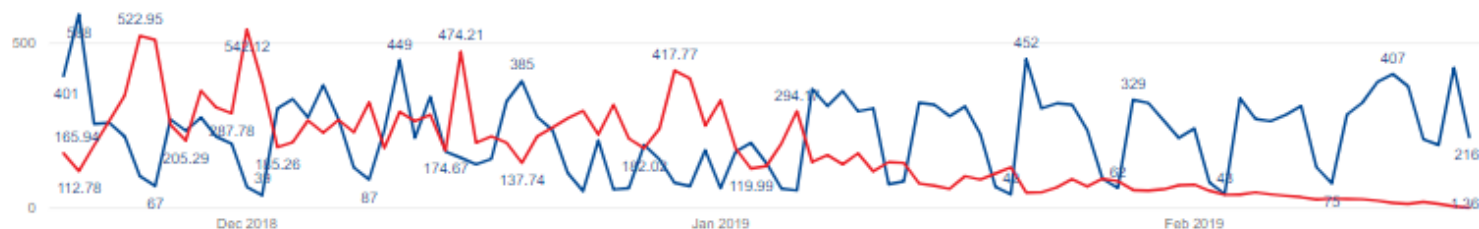
- Location

Priority

- (P1) Critical
- (P2) High
- (P3) Medium
- (P4) Low
- (P5) Very Low Priority

Total Incidents & Ave MTTR

● Total Incidents ● Ave MTTR Hours



Filter Criteria 3

- Service

Total Incidents

20898

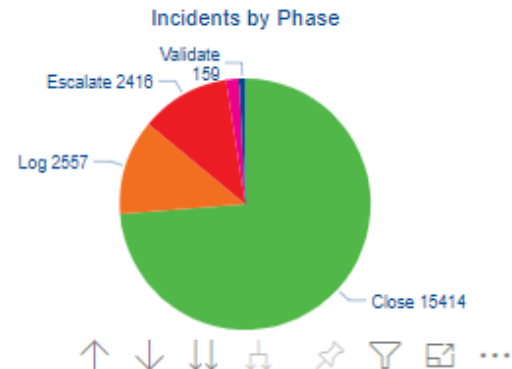
Total Breached SLA

5358

Average Incident MTTR (Hours) Breach % (Failed & Breached)

149.19

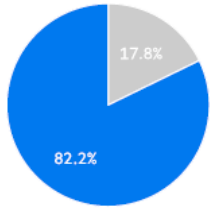
25.64%



Id	Creation Time	Close Time	Assignee Name	MTTR Hours	MTTR Minutes	Priority	Assignment Gr
142375	2018/11/19 05:16:20	2019/01/16 05:24:14	saw-integration-internal@dummys.com	1392	83528	(P4) Low	EAS - Customer
142378	2018/11/19 06:32:51	2018/11/19 14:15:32	Alfred, Puth (EOH)	8	463	(P3) Medium	IO NOC Monitoring



Business Benefit Realization – SMAX/OpsBridge



Total Number of Events
191,002

Reduced By OBM
157,032 | 82.2%

Cost Savings
3,140,640

99,95%

Availability



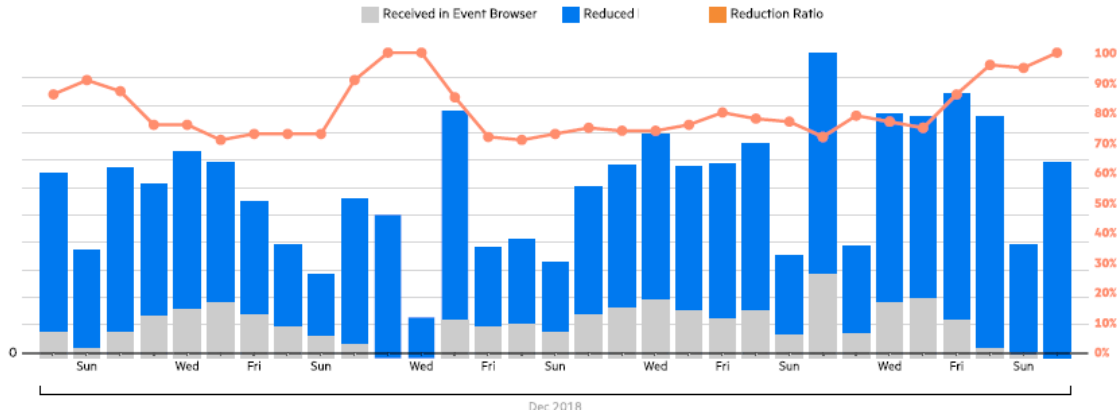
62,6%

Modernization
Cost Avoidance



Additional Functionalities
HPSM: 13
SMAx: 27

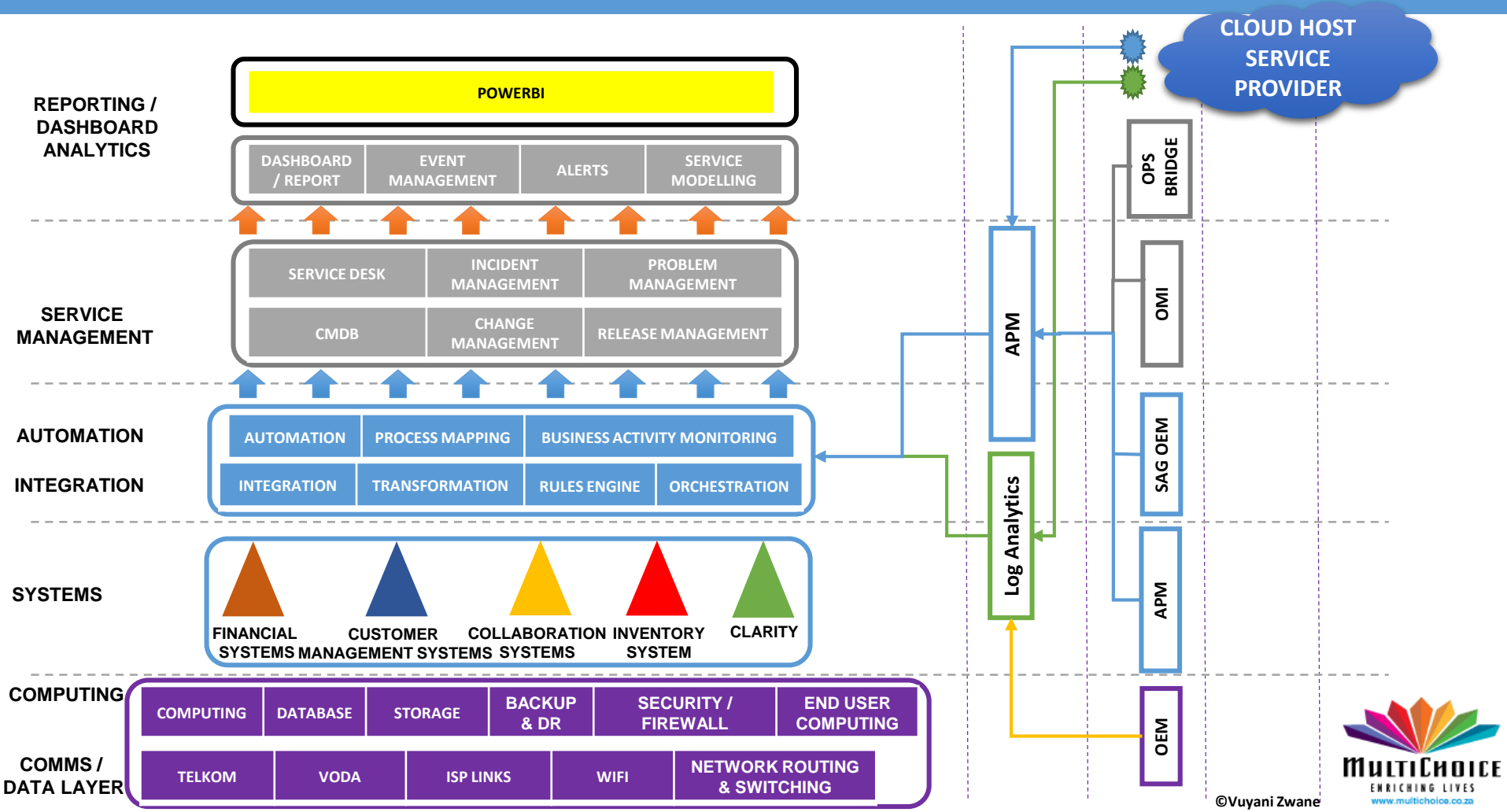
Enterprise Deployment
of Divisions: 24
of Countries: 50







Notes: Over US\$ 220K in cost avoidance delivered through automation in 31 days



MONITORING/EVENTS ARCHITECTURE

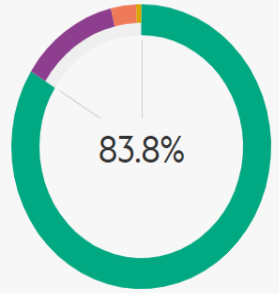


-  Dashboard
-  Run Management
-  Content Management
-  System Configuration

1 Day 7 Days 30 Days

Total ROI in minutes
13,214

- [SMAX - Resolve Ticket](#)
- [RF_Recycle_IIS_AppPools](#)
- [Bulk_Message_Processor_Service_Restart](#)
- [Message_Processor_Service_Restart](#)



10 Most Popular Flows

Flow Name	Result Distribution	Average Execution Time	ROI
SMAX - Resolve Ticket		2,146	00:00:03 10,285.00
RF_Recycle_IIS_AppPools		2,012	00:00:52 1,320.00
Purge Execution Summary		122	00:00:21 0.00
IBS_File_And_Task_Service_Restart		80	00:05:12 330.00
IBS_Framework_Service_Restart		78	00:04:49 280.00
IBS_Conditional_Access_Service_Restart		78	00:05:25 360.00
IBS_ICC_EventProcessor_Service_Restart		78	00:06:17 250.00
Purge Audit Records		63	00:00:26 0.00
Purge Debug Events		62	00:00:23 0.00
IBS_Event_Distributor_Service_Restart		55	00:05:14 140.00



Questions & Answers

Please type your questions in the questions pane.

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Upcoming Vivit Events

March 6, 2019

Webinar: How to Mind the Gap with Value Stream Management to Optimize Flow

9:00 - 10:00 AM PST (Los Angeles), 12:00 - 1:00 PM EST (New York), 18:00 - 19:00 CET (Frankfurt)

<https://www.vivit-worldwide.org/events/EventDetails.aspx?id=1164219&group=>

March 12, 2019

Webinar: Robotic Process Automation - Based on Micro Focus OO & UFT: The Next Frontier for Business

10:00 - 11:00 AM PDT (Los Angeles), 1:00 - 2:00 PM EDT (New York), 19:00 - 20:00 CET (Frankfurt)

<https://www.vivit-worldwide.org/events/EventDetails.aspx?id=1195837&group=>

March 14, 2019

Webinar: Cyber Hygiene: Keeping Ahead of the Game with Micro Focus

8:00 - 9:00 AM PDT (Los Angeles), 11:00 AM - 12:00 PM EDT (New York), 17:00 - 18:00 CET (Frankfurt)

<https://www.vivit-worldwide.org/events/EventDetails.aspx?id=1201216&group=>

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Universe2019

Powering Digital Transformation

Micro Focus Universe, 26 – 28 March, 2019
Austria Center Vienna

Application Delivery Management | Application Modernization and Connectivity | End User Productivity
IT Operations Management | Security, Risk, and Governance

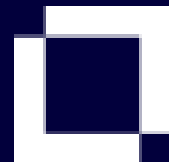
[Register Today!](#)

<http://bit.ly/2AKmIW9>

ADM Summit 2019

April 9-11

Loews Chicago O'Hare, Rosemont, IL



Learn about tools and services dedicated to helping you build and deploy innovative apps that meet customer expectations. Ask questions. Develop skills.

Gain strategic insight. Build your network.

[Register now!](#)

<http://bit.ly/2DW5vLf>

Thank you

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