

Case study

Global chemical company improves acquisition and divestiture ITAM by 50% with HP



HP DDMA boosts enterprise-wide productivity

Industry

Chemical Manufacturing

Objective

Increase productivity, achieve savings, and streamline strategic acquisition and divestiture process with an IT management system

Approach

Implement best-practice IT asset management (ITAM) with HP DDMA and HP UD to discover and manage IT topology and dependencies

IT matters

- 50% improvement in acquisition and divestiture assimilations
- Gives visibility and aides in timely implementation of upgrades and integrations
- Raised ITAM process to enterprise best-practices level
- Provides management of virtual devices
- Supports SAP environment

Business matters

- Reduces acquisition and divestiture assimilation process by 50%
- Increased productivity corporate-wide through higher systems availability
- Provides corporate visibility of all IT hardware assets
- HP partnership ensures success through thick and thin



“Our need for automated ITAM was acute. Before implementing HP DDMA, and currently HP UD, our tracking was through manual spreadsheets and lots of meetings. With DDMA, we can work with our acquisition and divestiture teams and easily ascertain what needs to be decommissioned or moved. HP reduced our IT processing time by 50%, resulting in considerable savings, greater agility, and reduced risk due to increased accuracy.”

– Service Assurance Group Manager

A leading global chemical company with sales of over \$8 billion in more than 100 countries was growing by leaps and bounds and needed a way to manage its 2,600 servers and other IT hardware assets. The organization evaluated five major products and found the functionality it needed with HP DDMA and HP UD solutions.

HP and chemical company embark on journey of IT discovery

This burgeoning chemical company supplies customers in numerous key markets. Growth and expansion is a key strategy and the company's over 2,600 servers and related hardware IT assets needed to be accurately and visibly managed in order to maximize its assets, increase productivity, and reduce the company's risk.

"We couldn't control change because we didn't know what we had," recalls the Software Compliance/Optimization Tool Administrator. "DDMA allows us to discover and manage our IT topology and to get a sense of the infrastructure and dependencies. It was also key for us to find a system that supported our corporate SAP® environment."

The company created an IT committee to do a comprehensive evaluation of five vendors to decide on a valid enterprise-wide discovery mechanism. At the time, the committee realized that, although many of the tools did a good job of desktop ITAM, that HP was the only choice that managed the whole enterprise and the only one supporting SAP.

"DDMA allows us to discover and manage our IT topology and to get a sense of the infrastructure and dependencies. It was also key for us to find a system that supported our corporate SAP environment."

— Software Compliance/Optimization Tool Administrator

In the words of the corporation's Configuration Manager Administrator, "Like all IT organizations, our company hardware infrastructure assets were growing faster than we could keep up with. We were buying companies and divesting companies, and along with that came their assets, their naming standards, and their complex set of

dependencies. It got to the point where we had many different repositories to manage and no way to really validate that what was on our manual spread sheets, actually existed."

"HP DDMA brings all of these elements into visibility across the whole enterprise," adds the Service Assurance Group Manager. "None of the other vendors had what we considered a valid discovery paradigm with the best-practice enterprise scope we needed. And the SAP support sealed the deal."

The true value of an HP partnership

HP shared its product evolution and roadmap with the IT team and they liked what they saw. The company's IT staff evolved with HP in a journey from its early adoption of HP DDMA to the recent upgrade to HP Universal Discovery (UD). With the help of HP Installation Services, DDMA was quickly installed out of the box and in no time the staff mapped out its ITAM strategy.

"We were up and going way ahead of schedule," recounts the Configuration Manager Administrator. "Log-in and running discoveries was fast and efficient. It worked amazingly well, and we were very pleased with how much more organized our lives were going to be."

However, as with many real-world implementations, one learns to expect the unexpected, and that's where the value of a solid partner comes in. Once the staff got going, problems with DDMA support of SAP surfaced. The company's IT project manager, in close concert with his HP counterpart, immediately identified the need to further analyze the organization's specific environment and adjust the code accordingly. "This is where the rubber hits the road with any vendor," admits the Service Assurance Group Manager. "We were all pleased and impressed by HP's support in this situation."

"HP took instant ownership of the problem and they worked with us on a daily basis, put a person onsite, and kept at it responsibly until all was rosy. This was all done without charge. It was the beginning of a very strong relationship—seeing that we had an IT partner we could count on to make our goals successful."

Customer at a glance

Application

IT asset management (ITAM)

Software

- HP DDMA (Discovery and Dependency Mapping Advanced) 9.04
- HP UD (Universal Discovery) 10.10

HP services

- HP Installation Services

DDMA and the IT truth hailed as a lifesaver

Once DDMA was running efficiently with SAP, the change management team members were like kids in a candy store, discovering old makes and models, identifying refreshes, improving incident management, cruising through acquisition and divestitures and turning ITAM into a finely tuned best-practice process.

“DDMA was a lifesaver for us in the Operations Department,” acknowledges the Software Compliance/Optimization Tool Administrator. “It has definitely helped us to raise our process maturity to the enterprise best-practices level we envisioned.”

The Operations Department must manage 2,600 disparate servers, a large network infrastructure, every flavor of router switches under the sun, and the list goes on. The Configuration Manager Administrator estimates that the staff is now actively managing eight million CIs, with more to come. The team can now manage the IT resources from 271 global locations centrally from home. It’s a far cry from the days of spreadsheets and urgent emails.

“DDMA was a lifesaver for us in the Operations Department. It has definitely helped us to raise our process maturity to the enterprise best-practices level we envisioned.”

– Software Compliance/Optimization Tool Administrator

“DDMA lets us take many sources of information and get to the truth now,” says the Software Compliance/Optimization Tool Administrator. “We could never do that before. ITAM operations are significantly streamlined, and, as a result, the availability of our

corporate systems and user productivity has increased dramatically. Most of our previous downtime is a thing of the past. It’s a benefit that shows up corporate-wide.”

HP Universal Discovery update takes on virtual devices

Recently, the company installed HP UD, the successor to DDMA, into its production environment and finds its ability to inventory virtual items an important advantage. “One of the biggest gaps in our discovery and ITAM process, was trying to handle our virtual world,” says the Software Compliance/Optimization Tool Administrator. “As we roll HP UD out, it’s going to be a huge advantage for us to discover and collect information about our virtual devices.”

Best-practice ITAM engenders pride

The company’s Operations Department has accomplished a strategic and critical productivity transformation from a manual IT management system to the implementation of best-practice ITAM process with HP UD. The productivity results are evinced throughout the corporation, resulting in savings, significantly increased uptime, and more efficient acquisitions and divestitures. When asked for a parting impression, however, it’s not a technical benefit, but a human one with which the Service Assurance Group Manager concludes:

“We participate with an HP user group on a monthly basis and we’re very proud what we’ve done and how hard we’ve worked. We couldn’t be this far along without good HP support. They’re very responsive to working on any issues with our dedicated team here. It’s been a good journey with a great result.”

Sign up for updates
hp.com/go/getupdated



Share with colleagues



Rate this document

