EN LA CUMBRE DE LA EXCELENCIA

CIMA^2

2er CONGRESO **IBEROAMERICANO** DE **MEJORES PRÁCTICAS** EN **GOBIERNO** Y GESTION DE **SERVICIOS TI**

BARCELONA, 17 febrero 2014

LUGAR**: TORRE TELEFONICA**

Plaça Ernest Lluch, 5

08019   BARCELONA

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Trust in, and value from, information systems
Barcelona Chapter

# Desplegando "buenas prácticas" en un entorno internacional

Cristian Michelangeli
Infrastructure & Technology Mgr
Equatorial Coca-Cola Bottling Co.

Speaker Bio & Company Information

➤ 15 years in one of the leading global hospitality industries from IT Assistant to Regional IT Director for Europe and Russia

➤ 4 years in ECCBC as Corporate IT Mgr.

➤ Education: Hotel Management / Hilton IT University

ECCBC is a holding company (part of COBEGA group) that includes:

- 13 countries

- 14 Bottling Factories

- 46 Production Lines

- > 6.000 Employees

- Multicultural environment

- Last Financial Data:
  - 1 billion liters/year
  - 503 Millions Net Revenue
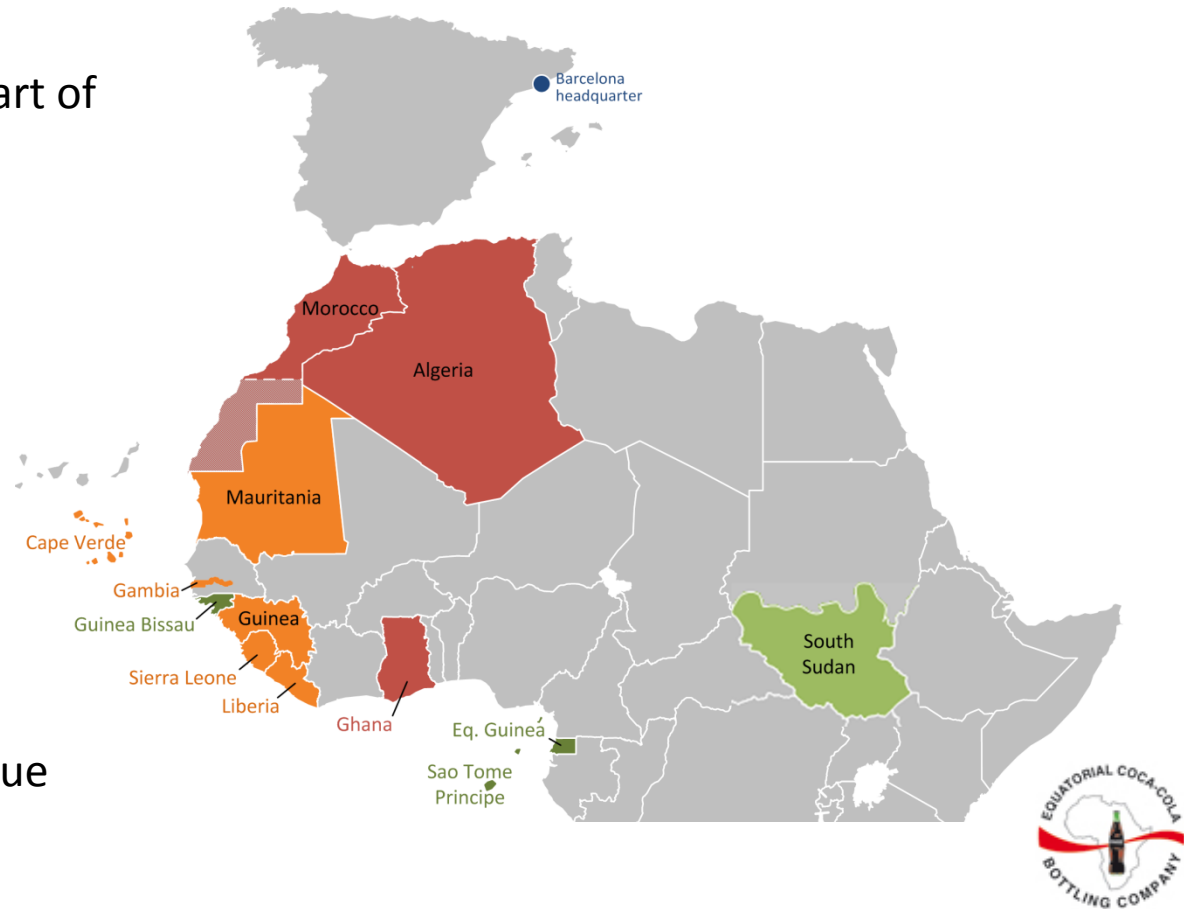
ECCBC Managed Information Systems Organization
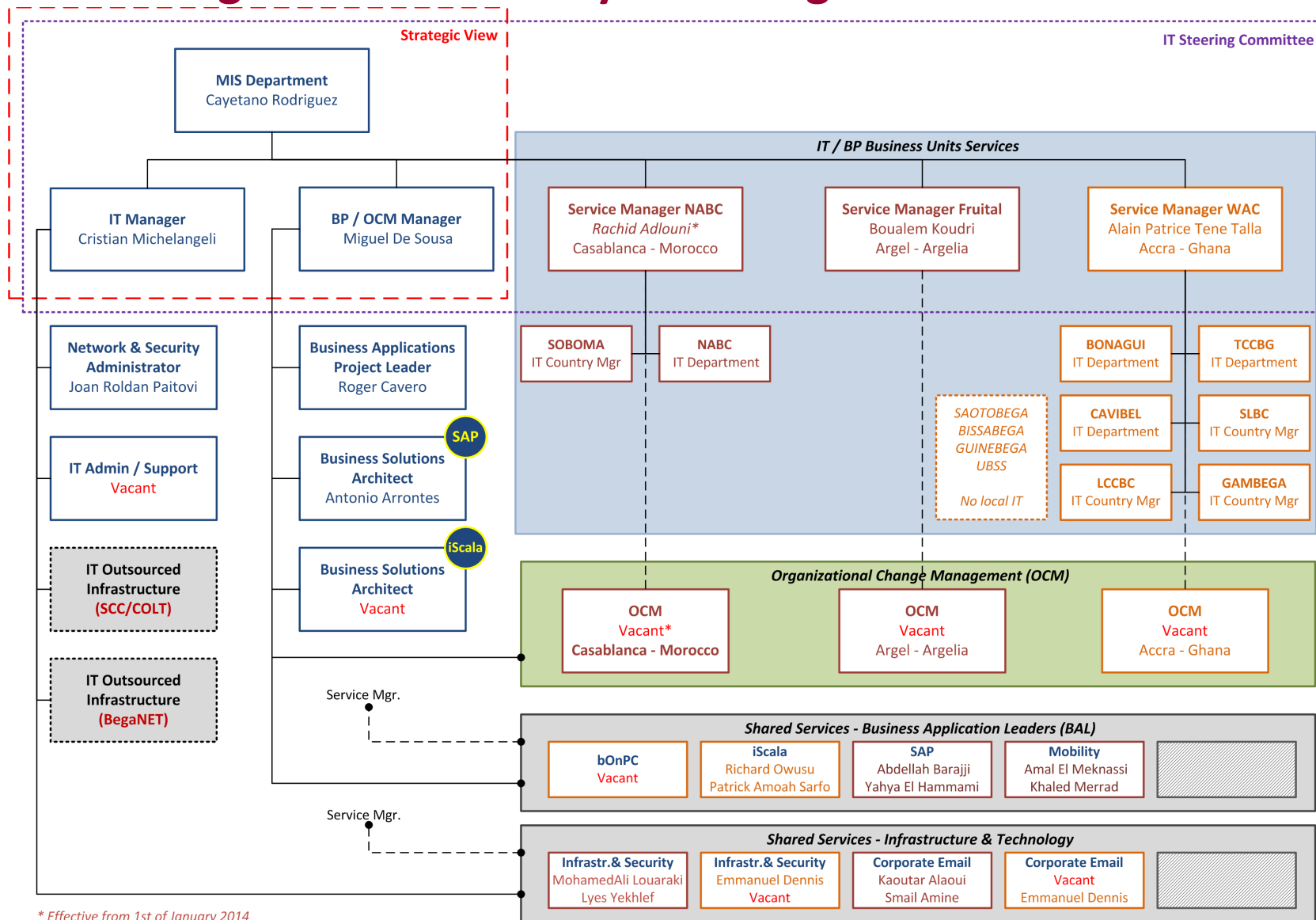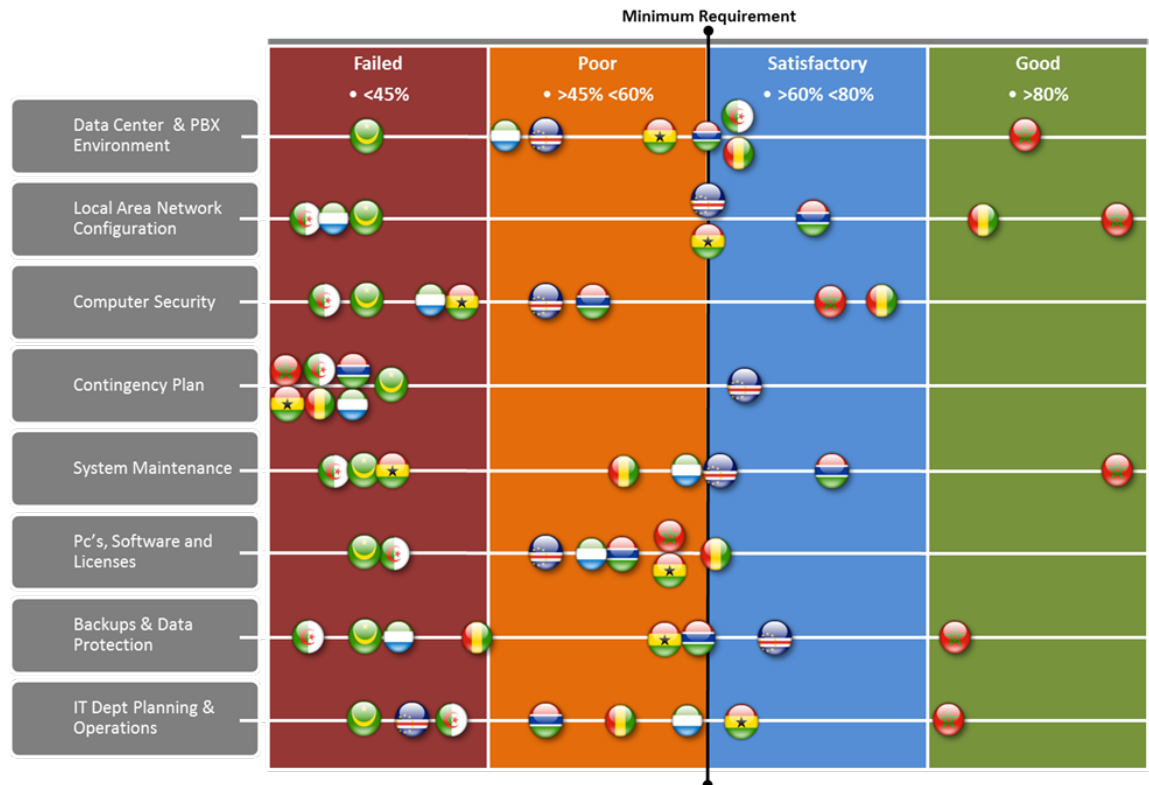
ECCBC - Managed Information Systems Evolution

2010. Deloitte highlight the need to centralize IT and BP departments due to lack of standards, governance, best practices, etc.

2011. It starts my journey with ECCBC as IT Manager of the group.

An initial IT assessment (auto-analysis) was performed on all countries. Results highlighted a lack of maturity in bottlers IT infrastructure.

Processes are not formalized and minimum security measures are not in place everywhere. This is due to the environment, decentralization, geographical dispersion of business units and a low grade of IT awareness.

IT Infrastructure analysis
focused on the following
8 IT domains:

ECCBC - Managed Information Systems Evolution

2012.ECCBC WAN Project (PaloAlto)

Creation of an IT Library (Standards, Procedures & Guidelines, Policies)

First outsourced IT Infrastructure (Intranet project – SharePoint)

Start of IT infrastructure virtualization

Creation of unified IT budget

"Hidra" analysis highlighted need of a corporate service catalogue → market analysis and adoption of EasyVista as IT Service platform

2013.Start of EV deployment in collaboration with Econocom Osiatis with pilot in Algeria

Introduction of IT Generic Controls (SOX-like)

Rollout of new anti-malware platform (Kaspersky)

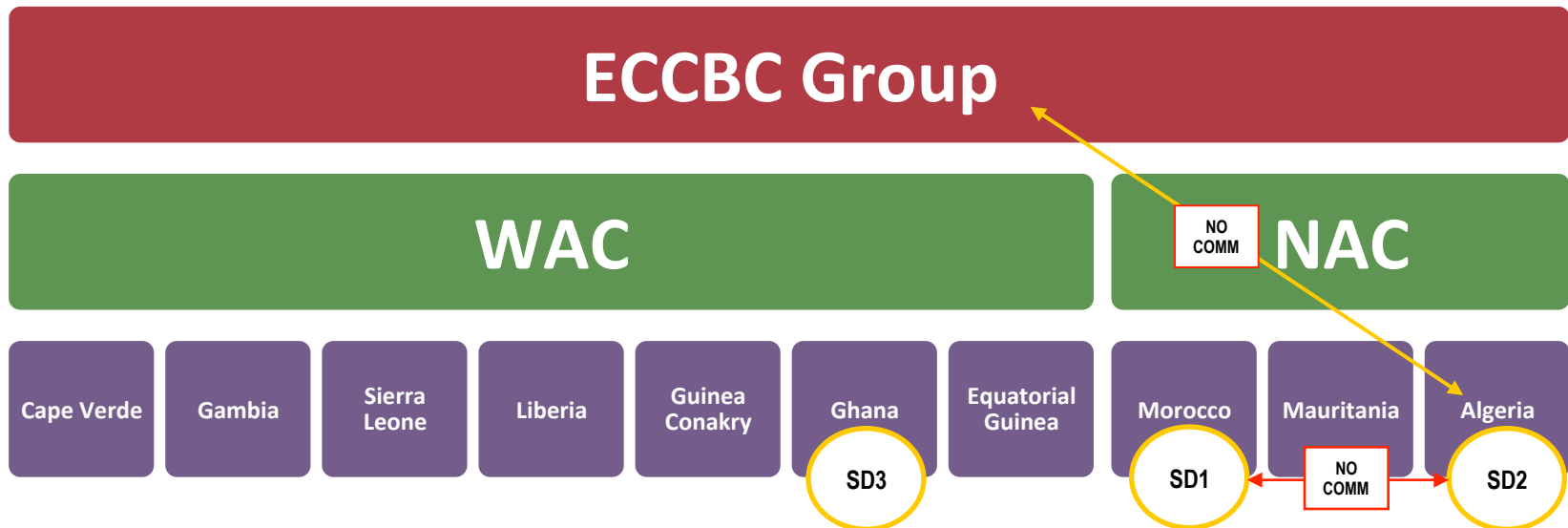2014.IT service platform rollout in the rest of ECCBC group

Migration of email services in the cloud (Exchange)

Separation of IT infrastructure from COBEGA group

econocom osiatis

IT Services – Previous Scenario

- Local multiple open source platforms (GLPI+OCS) mainly used for incident management and inventory
- Lack of professional support services for this platform (GLPI is an open source platform)
- Lack of common standard framework, processes, uniform KPI's, etc.
- Geographical dispersion makes more difficult the introduction of a common framework and its management
- Infrastructure is duplicated (many local systems)
- No visibility at region/group level → discrepancy with MIS centralized organization and multi-level support.

ECCBC Group

WAC

NAC

NO COMM

| Cape Verde | Gambia | Sierra Leone | Liberia | Guinea Conakry | Ghana | Equatorial Guinea | Morocco | Mauritania | Algeria |

SD3

SD1 ← NO COMM → SD2

IT Services – Our Goal

- Implementation of a standard service desk platform centrally managed with common standard framework (ITIL vision)

- Professional support and consultancy to help us migrate from basic to rationalized/ dynamic IT services with fast change capabilities

- Implementation of additional services like common repository to help share knowledge and optimize our capabilities

- Automation of internal controls and other processes that now are managed manually (including IT workflows for service/incidences management)

- Creation of IT global KPI's which can be easily read and analyzed / Creation of standard set of reports

- Improved management of our infrastructure, assets and services lifecycle

- Visibility at all levels of IT performances and services

- Hardware and software savings with one central installation vs. many local installations.

IT Services – Final Result

Centrally managed shared services which promote the development of standardized processes and procedure, uniform best practices, and robust, high-availability environments
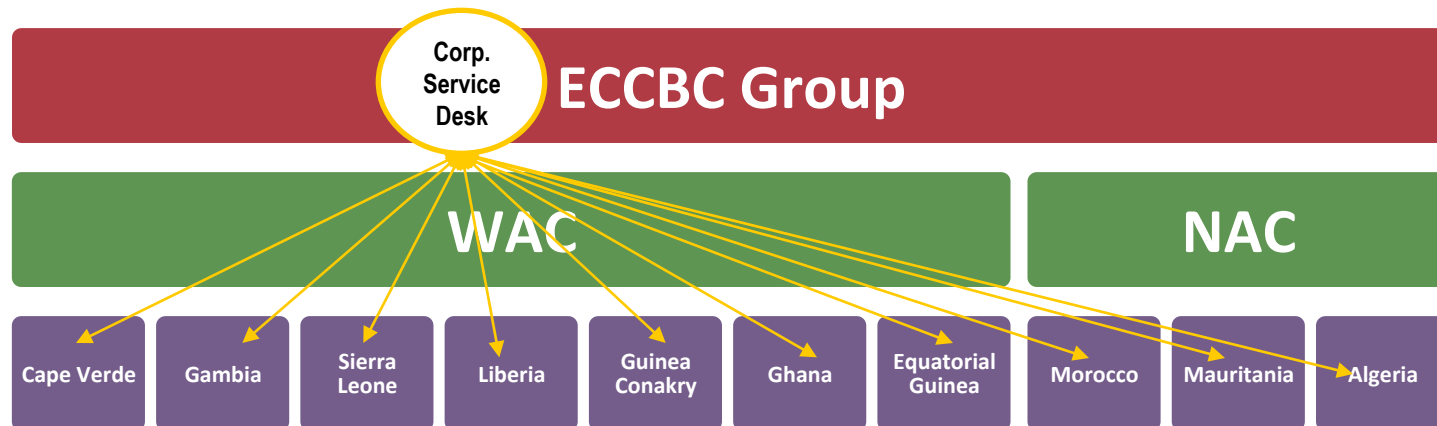
Business and IT Integration Model
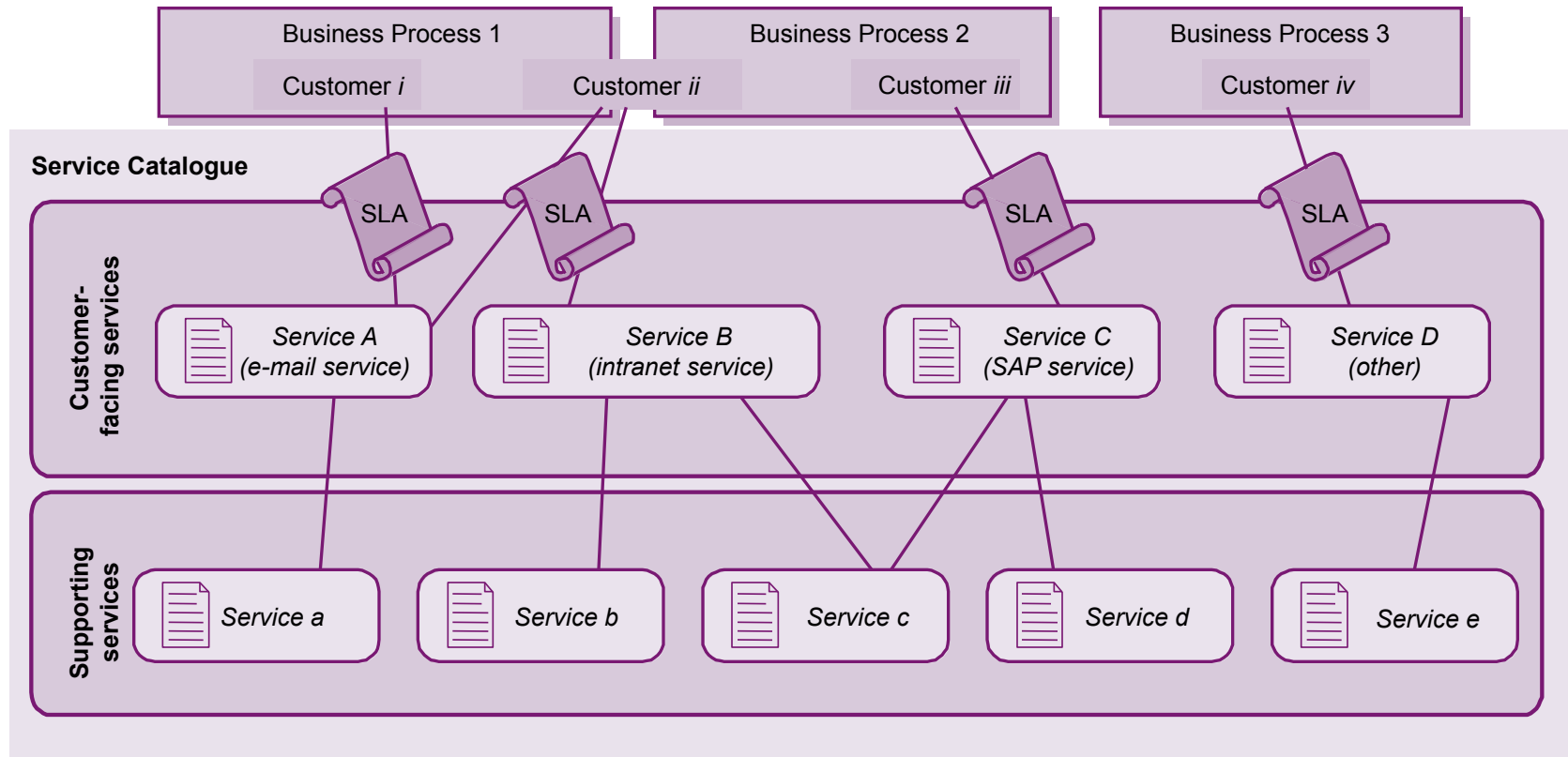
Why EasyVista?

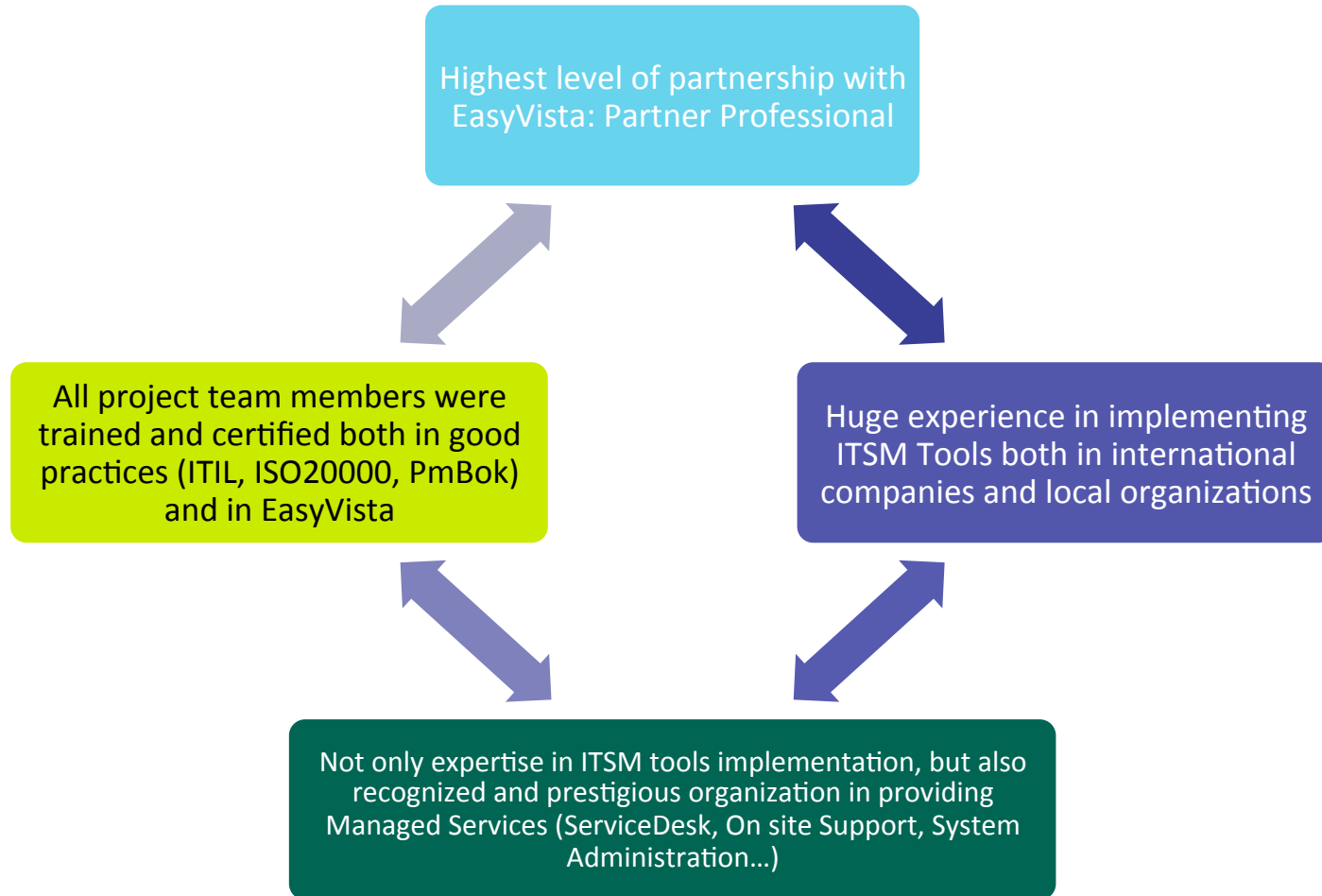EasyVista has been selected as standard platform for ECCBC Corporate Service Desk.
But why?

- Most effective cost solution among the ones analyzed (CA, Microsoft and LANDesk)
- Easy to implement and very "close" to the end user
- Robust professional support (Osiatis, EasyVista, SCC)
- Codeless: EasyVista is easy to install and highly configurable: no coding is required by the customer. Enterprise-level codeless customization is fast and GUI-driven, so EasyVista is rapidly deployed and simple to use.
- It is designed to integrate all aspect of Managed Information Systems
- Most EasyVista deployment scenarios has been done in EMEA area.
- Total integration with AD at domain and enterprise level (less clicks, less scrolls, easy for the users)
- Interface with other platform (with EasyVista Connect)
- Attractive interface which facilitate "project selling" to the users

Process Management
IT processes

Service Management
Design, Transition, Operation

Governance
IT controls

Asset Management
H/W, S/W licensing, etc.

Business Intelligence
KPIs, internal metrics

Financial Mgmt
IT Opex /Capex

Project Management
"Everything is connected"

Why Econocom Osiatis?

Econocom Osiatis has been selected as partner for the implementation of EasyVista.
But why? Mainly…

Highest level of partnership with EasyVista: Partner Professional

All project team members were trained and certified both in good practices (ITIL, ISO20000, PmBok) and in EasyVista

Huge experience in implementing ITSM Tools both in international companies and local organizations

Not only expertise in ITSM tools implementation, but also recognized and prestigious organization in providing Managed Services (ServiceDesk, On site Support, System Administration…)

IT Services – Project Phases

Phase 1
*Project Definition
Presentation (IT Forum)
Internal kick off
Osiatis kick off*

Phase 2
*Implementation
(Incident Management, Service
Requests, Inventory and
Service Levels)*

Phase 3
*Deployment to the rest of
ECCBC group*

(2 months) March – April/May 2013

1. Project Definition & Presentation in the Annual ECCBC IT Forum
2. Osiatis project kickoff - ECCBC
- Meeting with ECCBC management of to approve the detailed planning, milestones, etc. communication policy. (signature of project memorandum)
- Stakeholder management. Identification of key project stakeholders and obtaining management support and sponsor.
- Establishing roles and teams associated with the project.
3. ECCBC internal kickoff (during April)
- Meeting with those involved in the project (IT Staff)
- Support project communication
- Initial knowledge transfer to ECCBC people who will be involved

(4 /5 months) – Sept/Oct 2013

The processes of Incident Management and Service Requests are the ones with more operational impact and will be developed as first.
These are simpler processes to communicate and adopt the organization. The project will begin with the formal formalization circuits to implement (AS-IS analysis - TO-BE) to then proceed with the installation and implementation of the tool on it as designed.
Once deployed Incident and Service Management processes, it will take place agents deployment to detect internal infrastructure (1500 nodes) client.
Finally, native functionalities will be enabled for exploiting SLAs & KPIs.
Although the platform is enabled t for all domains , only one will start, selected as a pilot on the kickoff.
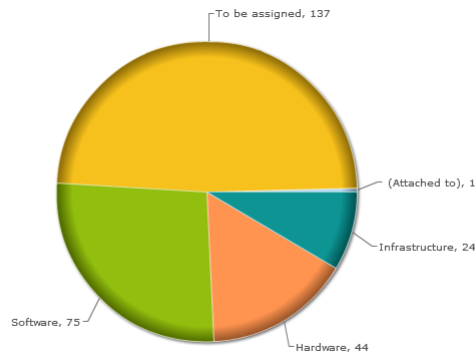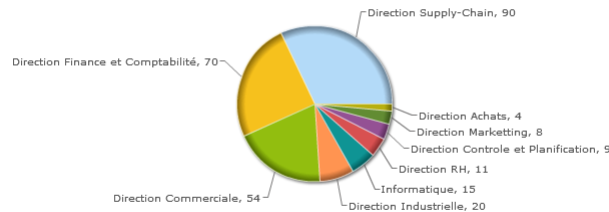
(2/3 months) – 2014

Supporting the deployment of other regions will begin in mid-September, after having been analyzed the results of Phase 2, and will probably last until the end of the year.
Osiatis will train ECCBC team on creating and managing domains.
Phase 3 will also complete the stage 2 settlement by implementing processes and methods closely related to the management of incidents and requests.

Critical Success Factors

Benefits already gathered

- First results have been encouraging.
- Feedback from both users and technicians have been positive and all team fully embraced the new service desk platform.
- Users like the new interface (really easy to use – "less clicks, lees scrolls")
- First KPIs, statistics and global vision of IT activity → start of continual improvement process

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¡Muchas gracias!

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