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Complexities of multi-tenancy resolved by HCL BigFix Service Management

How a prominent managed service provider replaced a leading ITSM solution with HCL BigFix Service Management

Customer details

The client is a prominent managed service provider, delivering managed IT services to 150+ customers. Their offerings encompass service management, cloud management and infrastructure management as a service.

Business
IT Services

Geography
Global

Tenants Served
150+

Solution
HCL BigFix Service Management

Challenges

The client encountered numerous obstacles in delivering IT services to its diverse clientele, stemming from the unique service management requirements of each customer. Maintaining a uniform user experience while managing costs posed a significant challenge for the managed service provider.

Another significant hurdle in delivering customer support through managed services involved establishing integration with the existing suite of tools that served as interfaces for end users. Clients expected seamless connectivity and bidirectional integration for tasks such as ticket creation, posing considerable challenges in meeting these expectations.

The effective segregation of data amongst tenants also remained a challenge for the managed service provider while delivering support to its multiple clients.

Below is the summary of the key challenges faced:

1	Handling multiple tenants with multi-dimensional service management needs
2	Inability to reduce cost of ownership
3	Inconsistent user experience
4	Overwhelming tool functionalities is an overkill for limited core service management usage
5	eBonding w.r.t ticket creation and handling
6	Integration with CMDB (Configuration Management Database)

How HCL BigFix Service Management addressed these challenges during implementation?

The client opted for HCL BigFix Service Management to address and overcome all the challenges related to support for its customers within its managed services model. HCL BigFix Service Management, an innovative product, is meticulously designed to cater to the requirements of both direct customers and managed service providers.

It offers data segregation at the onset with flexible configuration, thereby meeting the diverse needs of MSPs across different client scenarios.

HCL BigFix Service Management ensures seamless integration with the client's existing toolset, whether for ticket creation or updating configuration management databases in leading service management tools.

By leveraging its features, HCL BigFix Service Management effortlessly resolves all client challenges, leading to faster customer onboarding, significant operational cost reduction and reduced Mean Time to Resolution (MTTR).

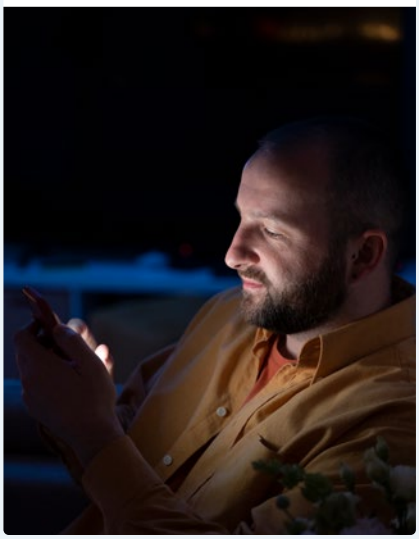
Below are some of the key implementation highlights:

Simple onboarding of customer companies

Enhanced configurability of company level policies without the need for specialized developers

True multi-tenancy with data and configuration segregation capability at process, transaction and foundation level

Rapid service delivery through integrations



Key benefits achieved

The implementation of the customer service delivery model utilizing HCL BigFix Service Management resulted in numerous impactful benefits for the customer. Some of the key benefits that were achieved via this implementation are as below:

Increased operational efficiency with significant reduction in cost of ownership

Seamless Integration w.r.t ticket creation and status via bi-directional communication

Update to CMDB via integration to keep it accurate and up to date

End-to-end service and fulfillment orchestration capabilities

True multi-tenancy, faster onboarding, deployment and fulfillment

Apart from the benefits mentioned, the direct measurable impact on certain important KPI's which substantiate the achievements are:

40%

Faster customer onboarding

50%

Savings on cost of operations

35%

Reduced MTTR

About HCL BigFix Service Management

HCL BigFix Service Management is an AI-powered service management platform that empowers organizations to deliver exceptional service experiences, optimize costs, and boost productivity.