



PROVANCE

IT Asset Management for Microsoft® System Center



Customer Solution
Success Story

Pakistan Petroleum takes control of IT with Provance® IT Asset Management

Overview

Country or Region: Pakistan

Industry: Oil and Gas

Customer Profile: Pakistan Petroleum Limited (PPL), headquartered in Karachi, is one of the most profitable state-owned corporations in Pakistan. As a multinational corporation, it operates major oil and gas fields within Pakistan as well as other overseas interests.

Business Situation: With over 1,200 users spread out over eight locations and 2,000 assets jointly managed by Finance and IT through Excel spreadsheets, PPL realized that it required greater governance in the domain of Information Technology.

Solution: PPL turned to IT Asset Management solutions from Provance® to gain control and reduce risks.

Benefits

- \$100,000 USD initial savings from IT support contracts
- Process automation for ITSM and ITAM
- 100 percent data accuracy

Gaining visibility and control of IT assets eliminates guesswork, will create initial savings of up to \$100,000 US Dollars in maintenance costs with third-party vendors.

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*- Mirza Anwar Hussain,
General Manager Information Technology*

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“On a single click, from the incident form of Microsoft Service Manager, all IT Asset Management data pertaining to financials, changes, vendor, agreements validity is easily available. This closes all the gaps and makes my team very resourceful while handling any desktop trouble ticket.”

- Syed Fahad Ali,
Team Lead – System Center and
IT Helpdesk

IT anarchy

With over 2,000 devices and 1,200 users spread out over eight locations, PPL IT had only jointly-managed Excel spreadsheets to help manage its IT environment. “It was anarchy with poor overall control,” said Mirza Anwar Hussain, General Manager of Information Technology. “There was little governance and control within our IT environment. Finance kept some financial data, but IT for the most part managed the environment with spreadsheets that had at most 30% data accuracy and required two dedicated resources to clean, verify and update constantly. We had cases of users with multiple assets at their desk. We had cases with multiple software titles and versions [of the same title] installed on assets, and we even had cases with assets dating back to 2005 that were never disposed of.”

As a state-owned corporation, PPL faced two statutory government audits per year. Inconsistencies showed up repeatedly between the Excel based data and the reports from PPL’s SAP ERP system. “Before Provance, passing along information was always an issue due to accuracy of the data,” said Mirza Anwar Hussain. “It made audits a painful process.” In addition to auditing requirements, the lack of transparency into PPL’s hardware asset inventory proved to be financially costly as a result of not being able to track warranty agreements against

hardware asset records or being able to provide the corporation’s insurance company with accurate information.

With their IT environment in a state of “anarchy” came an IT and business initiative for greater control and governance, and financial discipline through the implementation of an IT Asset Management (ITAM) program. As a Microsoft-centric organization with all the components of System Center deployed, PPL sought an ITAM solution that would allow them to take full account of PPL’s physical inventory, align with ITIL® (Information Technology Infrastructure Library), and be fully integrated with their chosen IT Service Management (ITSM) solution.

PPL had engaged Provance partner MetalSoft for Service Manager SP1 Upgrade and to implement Process Automation for Service Manager 2012. In conjunction with MetalSoft, PPL reviewed solutions such as Manage Engine but found that only the Provance IT Asset Management Pack, with its native integration with Service Manager, fit all of their requirements. “Because of our commitment to Microsoft, including our investment in Microsoft technologies, it made most sense to follow this strategy,” added Mirza Anwar Hussain. “We also believed right from the start that integrating the ITSM and ITAM functions would greatly benefit

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- MetalSoft

our end users though an improved user experience.”

A first step in the right direction

Initially, PPL chose to begin with a team-managed Provance pilot program using a limited number of hardware devices. The team consisted of MetalSoft (Shahid Roofi Khan), an in-house technical resource (Syed Ali Shabbar Rizvi), and a three member internal group: Javed Shaikh, the lead, senior team member, and Head of IT Support and Services; Bilal Nazir, Project Manager; and Syed Fahad Ali, Technical Lead. The pilot program quickly proved to be a success and the project was subsequently expanded to include PPL’s 2,000 devices as well as server and infrastructure assets. “Going from 30% accuracy to 100% data accuracy has certainly changed what we were able to do. Now we know which asset is which, which asset is where, and what agreement it belongs to,” said Mirza Anwar Hussain. As a result of this, PPL gets realistic insights on their actual maintenance costs, resulting in savings of approximately \$100,000 USD so far in IT support contracts. “Provance has been so much more than what we expected and has proven to be a very cost-effective solution. We’re looking forward to exploring more of its capabilities,” concluded Mirza Anwar Hussain.

Once a hardware asset management program was fully

up and running, PPL was quickly able to show measurable results from its Provance investment. PPL was immediately able to track missing assets, update, clean and verify existing data, and then promptly dispose of 260 assets with a further 147 put under investigation.

Service request and process automation

As the pilot transitioned to an official program and PPL began realizing the benefits of hardware asset management, it also decided it required more process control around asset movement to help ensure enforcement of new hardware policies, and to streamline the budgeting process, reporting and future resource planning the IT department.

First introduced was ownership confirmation from each user; a self-audit process where a request is created by an end user to settle discrepancies in asset ownership. Users are required to confirm, unconfirm or report ownership of unlisted assets using forms in the self-service portal. Once the request is submitted, process automation using Orchestrator updates the asset’s life cycle status and provides the user with email confirmation. An ownership release request or move request follows a similar process. Once the Service Request is completed and submitted, the asset life cycle status is automatically updated

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For more information about Pakistan Petroleum, visit the website at www.ppl.com.pk

through an Orchestrator runbook.

Hardware upgrade requests involve a user going to the self-service portal to fill out an upgrade request form. Once a request is successfully submitted, an automated review and approval process ensues. The first line manager is identified through Active Directory, and using Exchange Connector 3.0, managers are notified and can provide approval or disapproval by email. Similar to hardware upgrade requests, new hardware requests allow a point of contact, such as a manager or member of the human resources department, to request hardware on behalf of a new or temporary employee or contractor. Once a request is submitted an Orchestrator runbook facilitates email approval and final delivery of the asset.

According to MetalSoft, “having asset data and incident management on a single, common platform, thanks to Provance native integration with Microsoft Service Manager, allowed us to easily automate asset related processes. For example, allowing email notifications rich with asset details. Each workflow step and all manager approval steps are easily tracked against SLAs, recorded and executed using the powerful workflow of the Microsoft Service Manager 2012 ITIL-compliant platform. Overall this enabled us to catalog all PPL IT Asset-related helpdesk requests into the ITSM self-service portal for Service Manager and automate

all asset life cycle processes – right from budgetary procurement to end disposal or ownership release request – resulting in a much more ‘paperless’ environment for PPL. Instead of manual practices, the whole PPL IT Asset budget for 2014 has been processed with this new, robust system.”

Further down the ITAM journey

With a hardware asset management program implemented, along with process design development around ITSM and ITAM, PPL has turned its attention to maintenance, insurance and lease agreements, and a pilot Software Asset Management (SAM) project focused on approximately 200 strategic software titles. “Going from 30% accuracy to 100% data accuracy has certainly changed what we were able to do. Now we know which asset is which, which asset is where, and what agreement it belongs to,” said Mirza Anwar Hussain. As a result of this, PPL gets insights on their actual maintenance costs, resulting in savings of approximately \$100,000 USD so far in IT support contracts. “Provance has been so much more than what we expected and has proven to be a very cost-effective solution. We’re looking forward to exploring more of its capabilities,” concluded Mirza Anwar Hussain.

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