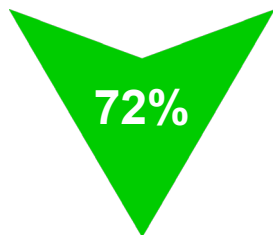# Advanced successfully upgrades managed service customers to latest Remedy ITSM v9.1 using Alderstone CMT

∧advanced

Advanced provide ITSM as a service to nearly five thousand company entities hosted on a multi-tenant, on-premise 7.6.04 BMC Remedy ITSM system. Advanced have successfully completed a phased upgrade to BMC Remedy ITSM 9.1.
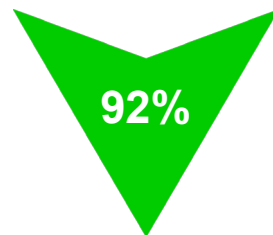
Advanced chose to upgrade their system in two phases using Alderstone CMT to safely and rapidly migrate customers and operating company data. This approach significantly reduced the internal operational impact and costs. Most importantly, Advanced were able to continue to provide uninterrupted, high-quality IT Management services to their customers throughout the upgrade process.

About Advanced

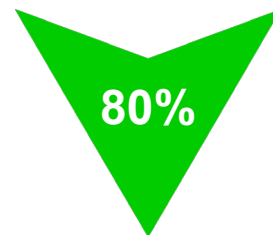Through our enterprise and market focused solutions we positively impact millions of people's lives through continually investing in our people, partnerships and own technologies to stay focused on our markets', customers' and their stakeholders' needs.

We enable our customers to drive efficiencies, savings and growth opportunities through focused, right-first-time software solutions that evolve with the changing needs of their business and the markets they operate in.

True partnership is the defining thing that makes us different from the competition.

We pride ourselves on delivering focused software solutions for public sector, enterprise commercial and health & care organisations that simplify complex business challenges and deliver immediate value.

Advanced is a Sunday Times Top Track 250 Company 2015 and was ranked in the Deloitte UK Fast 50 which recognises the 50 fastest growing technology companies in the UK and a winner of the Tech Company of the Year in PwC's UK Tech Awards in 2014.

Learn more at https://www.oneadvanced.com

PROJECT DURATION REDUCTION

72%

1.5 years
reduced to 5 months

DATA MIGRATION EFFORT REDUCTION

92%

380 days
reduced to 30 days

CUTOVER DURATION REDUCTION

80%

Two outages of > 6 days
reduced to two outages of
less than 24 hours

The Challenge

Advanced had several important customers keen to take advantage of the new features in BMC Remedy ITSM v9.1. However, the impact of a full upgrade on their huge multi-tenant application was too large to manage without impacting customer service delivery. A phased upgrade was the ideal solution but, using legacy Remedy data management tools, Advanced found it impossible to perform a phased upgrade due to fundamental technical issues.

▶ Poor Performance

Advanced's multi-tenant Remedy system is used to manage IT Service Delivery to over 5,000 company entities, holding nearly 180 million records. Using legacy API tools, it would have taken nearly seven months to perform a one-off data migration of all data from Advanced systems, at which point the data would have been seven months out of date! A phased migration prevents incremental data migration, as after the initial wave, subsequent migrations are performed into a live system; meaning the cutover outage would have taken several months with legacy tools.

▶ Unable to migrate individual companies

To perform a phased migration, it is necessary to identify and migrate the data belonging only to those Companies in scope. This includes the Foundation Data, such as Sites, Organizations, People, as well as the transactional data belonging to those Companies. Using legacy data migration tools identifying all of the People belonging to a Company is straightforward but identifying and migrating the user permissions, Support Group Memberships, etc. which belong to those People is simply not possible.

> " Our upgrade to Remedy ITSM 9.1 ensures we continue to deliver industry-leading services to our customers. Our phased upgrade approach ensured that this major change had no impact on our customers and kept our costs low. "
>
> Neil Cross, Managing Director, Advanced

The Solution

Advanced used Alderstone CMT to enable a cost-effective, phased upgrade to a new BMC Remedy ITSM v9.1 system and overcome the technical challenges. The customers eager to take advantage of the new 9.1 features were migrated in the first wave, and were delighted with the results. After some fine-tuning of the architecture, the second wave migrated the remaining customers into a proven, stable platform.
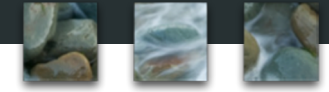
▶ Fastest Data Migration

Alderstone CMT is the fastest data migration solution for Remedy ARS, enabling Advanced to upgrade to the latest ITSM v9.1, moving all of the data in their multi-tenant BMC Remedy ITSM system within just a few hours as opposed to nearly seven months using API tools.
This performance meant a huge reduction in the project timeline and costs. Advanced were able to perform multiple data migrations as part of the test and preparation for cutover, giving huge flexibility. CMT's performance ensured the production cutover outage durations were measured in hours rather than weeks!

▶ Advanced Data Control

Advanced leveraged Alderstone CMT's powerful data selection and transformation capabilities to enable a two-phase migration from their ITSM 7.6.04 directly to a new parallel ITSM 9.1 system. This is only possible due to CMT's unique understanding of the underlying BMC Remedy ITSM data model and the ability to safely migrate related data sets between Remedy systems while ensuring data integrity. Instead of developing custom scripts, Advanced were able to use the out-of-the-box capability of CMT to migrate selected groups of customers and operating company data safely, ensuring huge cost savings.

✅ Migration of selected Companies with all their foundation, transactional and service management configuration data in two phases

✅ Migration of Operating Companies supporting the customers in the wave with all foundation data in two phases

✅ Migration of all Global Data in first phase

> " Alderstone CMT really delivered for us! We had no data migration issues at all, and the speed of migration was fantastic. The phased migration approach allowed us to complete the upgrade without overwhelming our support teams and without impacting service delivery to our customers. "
>
> Sophie Quayle, Project Manager, Advanced

Want to know more?

Request a demo
www.alderstone.com/request-a-cmt-demo

Contact us by email
info@alderstone.com

www.alderstone.com

Find out more about how Alderstone CMT can help you reduce the cost, complexity and duration of your next Remedy ITSM upgrade or enable you to perform a phased upgrade.

About Alderstone

We've been providing high-quality solutions for the IT Service Management, Data Centre Management, Cloud and financial markets since 2008.

Our product, Alderstone CMT, is the revolutionary data migration tool enabling companies to upgrade, move to the cloud or consolidate BMC Remedy platforms at a fraction of the cost of legacy methods.

We provide consultancy of unparalleled excellence in the following areas;

- Programme, Project, Technical and Operational Management
- Technical Architecture, Design and Development
- Systems Integration

KTSL
EVERYTHING BMC

KTSL partnered with Alderstone to deliver consultancy services supporting Advanced in their successful upgrade of BMC Remedy ITSM v9.1. KTSL is the long-term partner for Advanced providing consultancy and support services.

KTSL is in business to help its customers achieve real and lasting value from their investment in IT service and enterprise management tools.

KTSL believe that our customers' business and operational objectives can be met, only by employing best practice methodology. This will improve business processes by using tools that show quantifiable results. These goals are delivered using an ITIL framework and software tools from BMC Software. KTSL are BMC's longest-serving UK reseller.

KTSL are a trusted long term advisor to over 120 organisations that spans both private and public sectors with specific expertise in Banking, Financial and Professional Services, Manufacturing, Retail, Leisure, Telecommunications, Transport and Utilities, together with Education, Health and Local and Central Government.