



PLANWELL

Customer Spotlight

ITSM specialist Planwell, implements BMC Software at Auckland Regional Transport Authority (ARTA) to consolidate 8 councils, driving increased effectiveness and efficiency

"We engaged Planwell to implement BMC's Remedy ITSM suite using their express delivery methodology. We required this to ensure tight process controls as we go through the Auckland Transport amalgamation. Planwell presented a way of meeting the aggressive timescales underpinned and supported by strong customer references."



Martin Ruchenbaum – Team Leader Technology

KEY BENEFITS

- To provide a single point of contact for the amalgamated transport hub
- Provide an ITSM tool and process that expand and meet future needs
- Align to ITIL best practice and introduce tight process controls
- Deliver the highest level of service and value to customers whilst gaining value for money through the centralised service

KEY PHASES

Phase 1: The current phase includes Service Desk capability with Incident, Change and Release Management

Phase 2 onwards: The next phase will cover Problem & Asset Management with the CMDB. In addition, the future phases will include Self Service as well as expanding the reporting and Service Level Management.

WHY WAS PLANWELL SELECTED?

"Planwell was selected due to the ability to provide local support and the level of expertise in both the tool and ITIL process. Also important was the strong methodology that would realise a quicker implementation and therefore time to value. Finally, we were able to gain strong reference from other Planwell customers"

ARTA

Delivering a world class transport system that makes Auckland an even better place to Live, Work & Play

GEOGRAPHY

Auckland, New Zealand

INDUSTRY

Government

HEADQUARTERS

Auckland, New Zealand

STAFF

Currently 106 staff which will soon grow to 1034

SOLUTION

BMC Remedy Suite & SMPM (Service Management Process Model). Planwell Services to assist with the technical architecture & implementation through to ITIL Process education and guidance.

IMPLEMENTATION

Initial scope 6 weeks with 33 days Planwell effort



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WHAT WAS THE BIGGEST CHALLENGE THAT NEEDED TO BE ADDRESSED BY THIS PROJECT?

“Our start point was a largely Greenfield environment where we had no service management tool. We then decided that ITIL alignment was the way to go but needed to get there quickly. The merger of 8 councils and the subsequent IT function required for ARTA, meant we had to gear up for radical change and expansion. To add more pressure we needed the Service Management processes and tools to be in place before we started to provision the new IT infrastructure. In addition to the time pressure was also that of cost. We must always be diligent to maximise budget and demonstrate value for money. Planwell’s express methodology together with BMC’s leading solution meant we could satisfy both challenges.”

WHY WAS THIS ADDRESSED NOW?

“As a result amalgamating 8 councils into the new Auckland super council, ARTA has been formed to become the transport support hub. This will require a new IT infrastructure and an expansion to the IT team from 106 to 1034 people. As such we needed to be fit to scale which was simply not possible without more efficient processes and automation. The Service Management solution needed to come first before the new infrastructure to help plan the changes and subsequently capture the assets and configuration.”

WHAT WERE THE KEY FACTORS IN MAKING THIS PROJECT A SUCCESS?

“A strong project plan with strong project management from Planwell working with ARTA means that we have met the milestones. Planwell kept us continually informed throughout the project and together we adopted a partnership approach. Our staff commented that the training has been excellent and we have had great feedback throughout.”

WHAT HAVE BEEN THE RESULTS ACHIEVED SO FAR AND HAS THE PROJECT MET YOUR EXPECTATIONS?

“Yes, partnering with Planwell has meant they have helped to lead the solution where we have leveraged their experience to keep it simple and on-track. This has been important to meeting the timescales and as go live approaches in July, we are looking forward to realising the efficiencies and seeing meaningful monthly Key Performance Indicators.”

All quotes courtesy of **Martin Ruchenbaum – Team Leader Technology, ARTA**

ABOUT ARTA

ARTA, the Auckland Regional Transport Authority, is New Zealand’s only regional transport authority. ARTA was established in 2004 to plan, fund and develop a successful transport system for the rapidly growing Auckland region.

ARTA’s vision is to deliver a world-class transport system that makes Auckland an even better place to live, work and play.

ARTA is responsible for the integration, planning and funding of transport (excluding State Highways) throughout the Auckland region.

ABOUT PLANWELL

Planwell is the leading specialist in IT Service Management solutions across Asia Pacific. With a proven track record of 140 successful

implementations in the last 5 years.

Our innovative solutions, strong team and leading methodology ensure we meet our customer needs

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