

# Open Text utilizes HP Software

To meet customer expectations for reliability and uptime, Enterprise Content Management provider leverages HP management software



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—Tony Chubb, Manager, Operations, Open Text

## HP customer case study:

A leading Enterprise Content Management provider improves its ability to deploy and manage new servers with HP Software

**Industry:** Enterprise Content Management

### Objective:

Improve ability to meet mixed server performance requirements, and improve support call tracking, incoming support request routing, and configuration management.

### Approach:

Deploy HP ProLiant servers, along with HP Software to speed deployment and improve call tracking and handling for support requests.

### IT improvements:

- All infrastructure components tracked by one HP Software tool
- Support call data improves IT configuration planning
- Number of support issues escalated to specialists cut by half
- First-called support resolution increased by 25 percent

### Business benefits:

- Incident tracking supports regulatory compliance
- Time to deploy servers for customer needs reduced from one day to 45 minutes

One of the challenges of doing business in the Information Age is to effectively manage information itself. Corporations need to effectively leverage the information that is housed on, or passes through, their virtual environments. Open Text is the world’s largest independent provider of Enterprise Content Management solutions to the world’s largest corporations and government agencies — a responsibility made easier by HP technology.

Today, virtually all corporations rely on IT to do their business. But for Open Text, IT is its business. Among its Global Services offerings, the company deploys and manages a server infrastructure that customers use to run Open Text’s Livelink ECM solution. The company currently utilizes HP Software tools to monitor the corporate applications. The Open Text data center serves 46 offices in North America and Europe, and houses about 460 servers, including a mix of about 220 HP ProLiant DL servers and HP ProLiant BL blade servers.

### The right servers

From a hardware perspective, Open Text specified the HP servers to meet the company’s requirements for server processing power, transaction speeds and value. “We needed servers that would give us solid performance for the dollar,” says Tony Chubb, Manager, Operations, Open Text.

HP’s product line also lets Open Text select servers based on highly selective requirements. “We don’t need every server to be available around the clock,” Chubb says. “With HP, we can select from a variety of servers. If we need a system configured for high availability, we can get one with a dual processor, redundant fiber cards, fan kits and power supplies. But if we need less for some other application, we can buy less. HP’s product line lets us do that.”

## Customer solution at a glance

### Primary applications

Enterprise Content Management

### Primary hardware

- HP ProLiant DL360, DL380, DL580 and DL585 servers
- HP ProLiant BL20p and BL25p blade servers

### Primary software

- HP ProLiant Essentials
- HP Network Node Manager software
- HP Service Desk software
- HP Performance Insight module
- HP Operations Manager Software for Windows

### HP Services

- HP Services three-year, 24x7 support

Equally important, Chubb notes, is system manageability. For this, Open Text uses HP software. "We have to respond quickly to customers' IT needs, whether it's the deployment of a new solution or the resolution of a support issue," Chubb says. "HP management software provides the toolset we need to streamline virtually every aspect of our server management processes."

### Streamlining server management

Take deployment. When the Open Text Information Services (IS) team needs to respond to a customer request, it's Chubb's responsibility to have a server in place to support the IS initiative. At one time, the fastest Chubb's team could put a new server in place was about a day. Now, using HP's ProLiant Essentials Rapid Deployment Pack tools, the team has cut down the time needed to deploy a server to under 45 minutes. "We can now deploy 20-30 servers in the time it used to take to deploy one to three servers," Chubb says.

Open Text also relies on HP Software to help it manage its help desk operations. "We used to manage all of our service requests through e-mail," says Bonnie Schirk, IT Technical Support, North America. "Now we use HP Service Desk Software to track requests by location, caller and workgroup. Our processes are more accountable, because every incident now has an owner. And we have metrics we can use to evaluate our performance and look for ways to improve."

Implementing Service Desk required Open Text to work differently than they did before, Schirk says. "We didn't split out service calls from incidents, but now that we do, we can track service requests as well as incoming incidents."

Tracking this data has helped Open Text improve its support services. "Calls are directed to one of several teams, depending on the nature and criticality of the issue," Schirk explains. "Now we can direct support requests to the right teams more efficiently. We've reduced the number of issues that have to be escalated, and we've increased our first-call resolution by 25 percent."

Open Text also uses the help desk data to make its technical support services more proactive. "Trends in

help desk calls may indicate that a particular application or system configuration needs to be modified or tuned," says Chubb.

"HP Software also lets us track service calls by application, so we can become more proactive. We can look for trends and make decisions about our systems before a problem escalates."

Tracking service incidents in HP Software also helps Open Text meet regulatory obligations. "With HP Software, we can track incidents that are generated by the software itself, or that we identify outside the system. It creates a paper trail and helps prove that we are managing our IT systems effectively and efficiently," says Chubb.

HP Operations Manager Software for Windows performs a similar function by feeding data on server performance into HP Service Desk software. "If certain incidents occur, it generates a ticket in Service Desk to bring it to our attention. As a result, often we're able to fix problems before our end users even know they're problems."

### Support when it's needed

While the Open Text IT organization is able to manage many support issues itself, it also maintains a 3-year, 24x7 HP support contract on its HP hardware. "With HP support, we don't have to wait when we need help," Chubb says.

Open Text has had positive experiences with HP support. "We moved our data center, and HP sent a technical resource to provide on-site assistance for 24 hours over a weekend," Chubb says. "We moved over 250 servers about five kilometers, and HP was there to help us make sure everything was up and running in our new facility."

Chubb appreciates knowing that HP will be available to lend resources, should Open Text need them. But having the tools to prevent problems in the first place is even better. "HP management software has enabled Open Text to implement IT Infrastructure Library processes throughout our help desk and support organizations," Chubb says. "HP has given us the tools we need to support our customers and help ensure excellent system performance and availability."

To learn more, visit [www.hp.com](http://www.hp.com)

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