Buckeye Partners L.P.

» Remedyforce captures, tracks and reports on data automatically, increasing IT efficiency and slashing audit preparation time

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BEFORE

» Labor-intensive, manual processes resulted in wasted time and effort

» Audit preparation related to user access took up to 50 hours of staff time twice a year

» Poorly documented change control processes put the company at risk of audit findings

» Inability to establish effective SLAs and demonstrate compliance negatively impacted customer satisfaction

AFTER

» Automated processes increase efficiency and save hours of valuable staff time

» Detailed user access reports to satisfy audit requests can be generated in an hour

» Changes are managed from request to completion, and reporting demonstrates compliance with internal and external mandates

» Data capture and reporting provide visibility into SLAs

BUCKEYE PARTNERS, L.P.

GEOGRAPHY
United States

INDUSTRY
Energy

SOLUTIONS
BMC Remedyforce

With approximately 6,000 miles of pipeline, Buckeye Partners owns and operates one of the largest independent liquid petroleum products pipeline systems in the U.S. in terms of volumes delivered. In addition, with the recent acquisitions from Hess Corporation, the company also owns approximately 120 liquid petroleum products terminals with aggregate storage capacity exceeding 110 million barrels.

Energy companies such as Buckeye are subject to rigorous oversight by federal and state regulators. The company must comply with numerous government regulations covering permitting, pipeline safety, tariffs and worker well-being, as well as legislation such as the Sarbanes Oxley Act of 2002 (Sarbanes Oxley), which mandates that public companies maintain adequate internal controls over financial reporting.

During the audit process each year, IT supports the process of providing detailed reports demonstrating the reliability of the data and output generated by the company's financial systems.

In the past year, IT implemented BMC Remedyforce, which provides robust IT service management functionality running on the Salesforce.com cloud platform. With Remedyforce, Buckeye has been able to automate most of its incident, problem and change management processes, enabling the staff to capture and track data related to these IT disciplines and to generate detailed reports that accelerate audit preparation

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efforts and satisfy auditor requests. Moreover, Remedyforce has improved IT productivity, positioning the current support staff to accommodate the company's rapid growth.

TAPPING THE POWER OF THE CLOUD

Prior to implementing Remedyforce, service desk processes were manual, requiring service desk agents to cut and paste information from email messages into the service desk tool to create incident tickets and service requests. Change requests were also handled manually using a form that was available through Microsoft SharePoint.

The staff upgraded its legacy service desk tool to the latest version, but that upgrade did not deliver the levels of automation required. Additionally, reporting was limited. As a result, responding to audit requests — for example, who authorized user access to various systems and what the approval process was for changes to critical applications — involved many hours of manual research.

The IT staff considered several options, including implementing a new on-premise system, outsourcing the service desk to a third party and moving to a software-as-a-service (SaaS) solution. "We're a small IT group, and we have a lot of things to manage," said Eric Gleason, Service Desk Manager in the Buckeye Partners Information Technology department. "A SaaS solution like Remedyforce makes sense for us because we don't have to spend staff time on implementation, ongoing administration and upgrades. BMC and Salesforce.com take care of all that for us. We know that patches will be put in on time, and, when an upgrade occurs, we know it's been thoroughly tested and

it works. SaaS also means we don't have the overhead of a server taking up space in the data center and consuming power."

For assistance with selecting the right solution and planning and implementing it, Buckeye turned to RightStar Systems, an Elite BMC Software Solution Partner. RightStar played a critical role in helping the staff revamp its service management processes, implement Remedyforce and create dashboards and reports for management purposes.

STRENGTHENING CONTROLS

One of the primary advantages of Remedyforce is the ability to capture all data in a single system. "We need every incident, request and change logged and tracked," Gleason explained. "We need to know who submitted it and when, and, in the case of system access and change, who approved it."

With the previous system, actions such as approvals were handled outside the service desk tool. Moreover, there was no consistency in how incidents, requests and changes were handled. When audits occurred, the support staff spent considerable time combing

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SERVICE DESK MANAGER, INFORMATION SYSTEMS

through email messages and paperwork to track down who approved requests.

Remedyforce has strengthened control by capturing all this data and making it readily available through dashboards and reporting. Reporting is already delivering substantial productivity gains when it comes to audits. "When I received the first sample requests

regarding user access for the most recent audit, I was able to run a report by category, refine the report based on the required time frame, match up names and confirm that the appropriate approvals were in each ticket," Gleason noted. "I had the job done in about an hour, whereas in the past it would have taken 20 or 25 hours."

Gleason has leveraged Remedyforce dashboards and reporting to give managers the data they need for effective decision making. A dashboard for each IT group facilitates the monitoring of incidents, requests and changes so staff can take action when performance levels drop below targets.

The staff has created a *new user* process that captures comprehensive data on new users who are granted access to critical systems, including such information as who submitted the request, who approved it and, if applicable, the termination date for access. "Now, when it's time for an audit," Gleason stated, "I don't have to individually research new users to find all the supporting email messages. I just run a report."

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Similarly, the staff has created a *termination* process that supports detailed reporting to show that access has been canceled when a contractor or employee no longer needs to use certain systems.

MANAGING CHANGE

Before implementing Remedyforce, the change control process was a manual one that required requesters to fill out a SharePoint-based change form. The service desk staff then created a ticket within the service desk tool. Approvals were tracked outside that tool, and there was no consistent process for closing a request once the change was implemented. Creating reports to satisfy audit requests was extremely cumbersome.

With the automated change process in Remedyforce, the staff can now capture all associated activities from the time the change request is submitted to the time it is implemented.

The staff can quickly run reports based on such factors as the application name. At audit time, the staff

expects to realize time savings similar to those achieved with the user access reports.

MEETING SERVICE LEVEL AGREEMENTS

One of the biggest benefits of Remedyforce is the ability to establish service level agreements (SLAs) with the user community. The staff uses Remedyforce reports to assess what it takes to deliver various services and then negotiates with users to get buy-in. The reports also allow IT to demonstrate that it is meeting its commitments.

"Initially we were meeting SLAs about 65 percent of the time and now we're up to 80 percent," Gleason said. "Part of the problem is that, in the past, people weren't always handling tickets in a timely manner and they weren't going back and closing tickets as soon as the job was done. With Remedyforce, managers receive notifications automatically if there are delays in fixing a problem or fulfilling a request. People are becoming much more tuned into the importance of updating tickets as they make progress toward closure."

CUSTOMER'S LAST WORDS

"The RightStar consultants went above and beyond the call of duty with respect to the implementation of Remedyforce," Gleason noted. "They also served as an advocate for us with BMC, and I highly recommend them. As for BMC, the technical support is excellent, and the company, with its customer advisory board, is committed to listening to customers and enhancing products based on what customers need."

ABOUT BUCKEYE PARTNERS L.P.

Buckeye Partners is a publicly traded master limited partnership that provides midstream energy logistics services. Buckeye owns and operates one of the nation's largest independent petroleum products common carrier pipeline networks providing refiners, wholesalers, marketers, airlines, railroads and other commercial end users with dependable, all-weather transportation of refined petroleum products. The company's combination of experienced and responsive professional staff, technical expertise and modern transportation facilities has earned the Partnership a reputation for providing high-quality, safe, reliable and efficient pipeline transportation services.

ABOUT RIGHTSTAR SYSTEMS

As an Elite BMC Software Solution Partner, RightStar Systems provides consulting, design and implementation services for BMC service support, service assurance, service automation and governance products. To complement these services, RightStar offers onsite ITIL® assessments, accredited ITIL certification training and a specialized line of RightStar software products that add essential functionality to ITSM systems.

BMC SOFTWARE. IT'S AMAZING WHAT I.T. WAS MEANT TO BE

BMC Software helps leading companies around the world put technology at the forefront of business transformation, improving the delivery and consumption of digital services. From mainframe to cloud to mobile, BMC delivers innovative IT management solutions that have enabled more than 15,000 customers to leverage complex technology into extraordinary business performance – increasing their agility and exceeding anything they previously thought possible

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