

# RightStar Systems Success Story

MSI Systems Integrators

*MSI Systems Integrators (MSI) provides IT solutions for business continuity, enterprise security, unified communications, and data center optimization. Based in Omaha, NE, MSI has more than 500 employees and serves clients throughout the U.S.*

## MSI's Challenge

MSI's primary business challenge centered on their service management processes and procedures, or lack thereof. Their goal was to streamline support operations, but MSI's existing implementation of BMC Service Desk Express did not provide the structure they felt was needed. It would have taken a significant level of effort to produce the necessary documentation and workflows.

MSI's service desk offers support to multiple managed services customers. As a result, the service desk must set up unique parameters including different services and service level targets for each environment that it manages. In addition to providing managed services, MSI provides the actual hardware and software solutions, which must be tracked for each customer.

Certain critical services must be provided around the clock. Maintaining a 24x7 service desk creates another set of challenges for MSI, especially in the areas of training and oversight.

## The Solution

MSI chose BMC Alignability for Service Desk Express, which comes with defined, field-proven processes out-of-the-box. RightStar Systems was called in to assist with the implementation and provide training. Project Manager Tom Pedersen stated that the RightStar consultants were "supportive and professional" and kept MSI's team on task throughout the engagement.

## Benefits to MSI

Incident management processes were in place at MSI prior to the beginning of this project, and the team was working to deploy change management as well. With the implementation of Alignability for SDE, however, MSI drastically accelerated its timeframe. RightStar was able to implement in three weeks with Alignability for SDE the processes that MSI would have needed months to develop on its own.

RightStar helped MSI ramp up quickly with more streamlined processes and to adopt separate workflows for problem management, which had previously been handled under incident management processes. Configuration management controls were also fully realized with the implementation of Alignability and its accompanying "forced" or required workflows, according to David Jensen, MSI's Service Desk Manager.

By choosing RightStar and Alignability for SDE, MSI received formalized and standardized work flow processes and better management reporting. The accountability that exists throughout the product also "puts [MSI] in a lot better position" to face upcoming audits, indicated Kevin Langford, Director of Services and Technology - Managed Services, who considers this project "a success overall".

## About RightStar Systems

RightStar Systems is a leading provider of ITIL-based service management solutions for upper-middle market firms and government agencies. As an Elite BMC Software Solution Partner, RightStar develops its own add-on modules and provides consulting, design, and implementation services for BMC Service Desk Express and BMC Remedy ITSM products. RightStar also conducts onsite ITIL assessments and provides strategic recommendations for delivering services to the business more efficiently.

