



Ensuring Quality of Service for Cloud Solutions

Hardis Group supplies and provides support services for critical IT systems and applications hosted at its own data centers or at customer sites. The company relies on the iTop open source solution to manage its technical configurations and meet its service commitments.

With its Cloud solutions Hardis Group provides IT production resources for more than 400 companies, in a range of sectors including logistics, transport, finance and digital business. Given the economic impact of even the slightest disruption to service for its customers, the company ensures the availability of the systems and applications concerned, as well as incident resolution times.

A single technical and contractual repository

To manage a production environment consisting of more than 3,500 servers, Hardis Group has adopted the iTop open source IT infrastructure management solution. With the iTop database (CMDB*), the company benefits from a single repository to manage its technical configurations and contractual commitments.

Hardis Group stores more than 13,000 elements of infrastructure and their interdependences (from plug to server),

as well as its service catalogue, technical documentation, 1,000 contracts and 12,000 customer contact details. "When a customer contacts us, we can rapidly access their contracts so we know which systems they use," explains Alexandre Zana, Service Level Manager, Hardis Group.

Industrialized support processes

At Hardis Group, a team of 40 people (HelpDesk) in charge of providing support 24/7, rely on the iTop functions to organize their service operations. The tool manages 6,000 requests for assistance (tickets) per month, prioritizes them according to their level of urgency, and makes it possible to follow each step in their resolution. "As far as our support teams are concerned, iTop is as essential as the mail service or telephone," confirms Alexandre Zana.



A fundamental tool for our support teams."

Hardis Group

A digital services company and software publisher, Hardis Group accelerates the digital transformation of its clients with its Cloud computing solutions, consulting activities and multiple "sector-based" expertise (logistics, distribution, banking, etc.). Established throughout France, the company has close to 850 employees and in 2016 it generated sales worth €83.3 million.

Hardis Group was able to easily interface iTop with the systems monitoring tools. Consequently, 80% of tickets are created automatically or semi-automatically (tickets created manually but already pre-completed). A bonus for the quick resolution of unplanned incidents: "For our most demanding contracts, we need to address the incident in under 10 minutes," says Alexandre Zana.

A solution that supports growth

Between 2011 and 2017, the number of servers being managed by Hardis Group using iTop rose from 200 to 3,500. "We were looking for a solution that could keep pace with our growth. We chose iTop because it's scalable: it's very easy to integrate new data," explains Alexandre Zana.

The company is hence able to rapidly integrate new customer systems. With the data import functions in iTop, it automatically integrates new configurations into its database, based on an existing description.

Business development

This is a welcome advantage for business development: "I can quickly retrieve a (prospective) customer's configuration elements to show how we can manage their systems," underlines Alexandre Zana.



Alexandre Zana
Service Level Manager
Hardis Group

iTop is scalable: it's very easy to integrate new data."

Fast assessment of incident impact

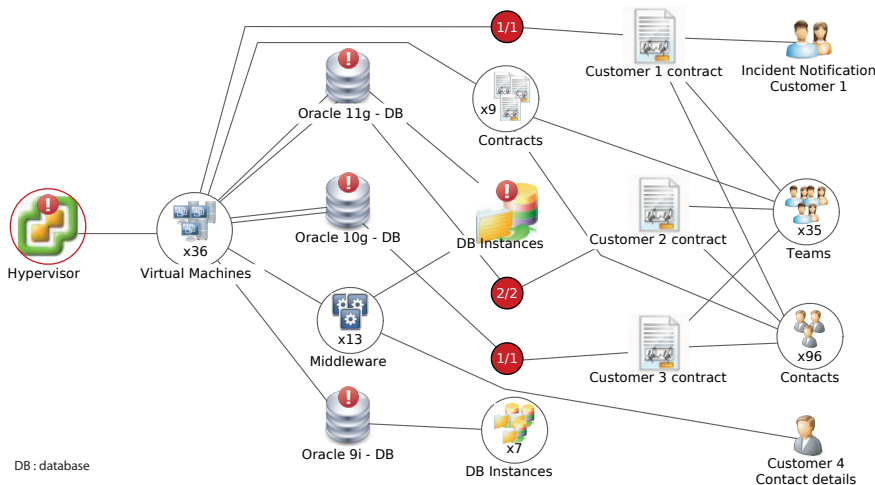
Thanks to iTop's automatic impact analysis function, the support teams at Hardis Group can immediately evaluate the scope of an incident (planned or unplanned) affecting an element of the configuration. They are able, in particular, to view all the impacted elements, going right up to the people to be notified at their customers.

"In the event of an incident or maintenance operation on a server, we

determine very quickly what applications, customers, contracts and people are affected, and so we can react in the most effective way," explains Alexandre Zana.

Dependency rules

Automatic impact analysis is based on the dependency between elements of configuration as defined in the iTop database.



The Hardis Group configuration

3,500 servers hosted or supervised

6,000 tickets and 120 change requests per month

13,000 configuration items

1,000 customer contracts, 200 supplier contracts

iTop is an open source solution for managing IT production infrastructures. The iTop database (CMDB) describes the information system components and their functions (applications, contracts). iTop's service catalogue models IT management processes (configuration change, technical support) and ensures that they run smoothly.