



« With 1Gateway, we can perform the migration gradually and increase the load on the system in a controlled manner. This approach empowers us to identify issues early and minimize the associated risks. »



Dennis Barth,
Business Engineer

Requirements

- Running multiple ITSM tools in parallel
- Step-by-step migration to mitigate risks
- Minimal modifications to the existing ITSM tools
- No need for additional training

1Gateway Advantages

- ✓ 1Gateway handles complex transformation, not ITSM tools
- ✓ Cope with the unforeseen through flexible configuration
- ✓ Staging to control the load on systems and users

Swisscom

ITSM tool migration seamless and secure

Swisscom is one of the leading IT companies in Switzerland, with approximately 20'000 employees. Within the business customer segment, Swisscom provides a range of solutions, including mobile working, security, and IT sourcing. Interacting closely with customers and placing high priority on customer experience (CX) are core values at Swisscom, reflected in all their services.

Single Pane of Glass

The Swisscom portal serves as a single pane of glass for customers, playing a crucial role in the CX concept. Ensuring transparency and traceability to claimed services is vital to fostering a positive customer experience. Driven by these expectations, the Swisscom team tackled a technically challenging ITSM migration project.

Challenge of a Tool Migration

The challenge for the team was as follows: on one hand, the end-user already uses a modern ITSM platform, on the other hand, the operations team is running a legacy system for 2nd level incident analysis. To provide the customer with an end-to-end status view of its incident from creation through the service desk to operations, a controlled transfer of the legacy system's data to the core ITSM platform was necessary.

Consequently, numerous challenges arise from this situation i.e.: Customer-oriented presentation, for example technical naming must be tailored to the business requirements. Then the internal service desk and operations staff should be slowly introduced to the processes with the new system for smooth transition. And project risk associated with an ITSM tool migration for several 100,000 customers must be kept to a minimum.

Prior to the implementation, different approaches were examined using existing Swisscom technologies. However, to meet the need for maximum flexibility in handling known but also unknown situations, a PoC was initiated in 2021 with the 1Gateway solution and the Acentix team. It became evident soon, that the combination of 1Gateway and Acentix was a powerful package that allowed for quick adaption to new requirements and situations. For example, in the case of missing API functions in the legacy system, complex data structures, inconsistent data, security specifications or dealing with proxy timeouts. Addressing these issues was a critical success factor for us right from the start in managing the complex ITSM migration," explains Dennis Barth, Business Engineer. In the same year, as part of an MVP, selected customers were given an overall view of parts of their services via the portal.

Bi-directional Ticket Integration

As part of the migration project, 1Gateway is used to provide bidirectional ticket integration via non-standard APIs between the ServiceNow and Remedy ITSM tools. Tickets are generated within the appropriate ITSM tool and, if needed, enriched with information from the CMDB before being synchronized with the partner system. Ticket exchange via 1Gateway takes place via a push or pull mechanism, as required by the tools. Modifications such as ticket status, selective work logs, etc. are kept up to date in near "real time" on both sides, contributing to transparency for the customer and the company likewise.

Step-by-Step Implementation with 1Gateway

When asked about the benefits of 1Gateway, Denis Barth responds with the following:

The complex modeling or linking of ticket data is done entirely in 1Gateway, avoiding any demanding adjustments in the respective ITSM tool - and adds with a smile - "anything is possible with 1Gateway". It is also important to mention that thanks to 1Gateway we have been able to work in so-called waves. This way, migration can be done in stages to control and continuously increase the load on the systems. During the "migration phase light", each user works with the system they are familiar with. Users of the legacy system additionally see their familiar information but presented in the new ITSM tool. This in fact allows the user to become accustomed to the new tool, facilitating a smooth transition and enables early detection and correction of discrepancies.

«The integration platform 1Gateway convinces me with maximum flexibility in dealing with new requirements, performance and stability.»



Narinard Tanvirat,
Business Engineer, Swisscom

The 1Gateway product is the perfect tool for our migration project. The flexible handling of new requirements, but also the management of the continuously increasing number of users and tickets, could be handled without performance bottlenecks in 1Gateway. We have not had one interruption due to 1Gateway. 1Gateway as an integration platform is convincing all along the line.

