

National Grid Company Powers Up With Cisco ServiceGrid: Multiparty Service Delivery Streamlines Integration

Case Study



Swissgrid ensures efficient management and coordination of its service partner network with a Cisco ServiceGrid™ solution to guarantee security of supply.

EXECUTIVE SUMMARY

Swissgrid

- Industry: Energy
- Location: Laufenburg, Switzerland
- Number of Employees: 500

Challenge

- Dependency on multiple providers for service delivery
- Coordination of the supply chain and consolidation of different reports
- Lack of control of agreed-upon service levels

Solution

- Integration of all service partners on a central platform
- Automated and accelerated service management process

Results

- ROI reached in the first year
- Efficient management and coordination of service delivery partners through end-to-end service level agreement (SLA) governance and automated reporting
- Significant improvement of service quality
- Faster incident resolution saves valuable time and enables focus on the core business

Challenge

Swissgrid is the national grid company in Switzerland, and in its capacity as owner of the transmission system, it provides secure, reliable, and cost-effective operation of the Swiss high-voltage grid. Besides operating the grid safely and without discrimination, Swissgrid is responsible for maintaining, modernizing, and expanding the grid efficiently and with respect for the environment. Swissgrid manages 25,000 real-time meters' data, 12,000 electricity pylons, and a grid length of 6700 kilometers.

To deliver a dependable power supply, Swissgrid relies on multiple suppliers for infrastructure and application support, using different systems to provide services. In its previous environment, most processes were manual, very time-consuming, and error-prone. This was the case not only for the external processes, but also for internal processes.

A request that was submitted to the customer center was entered as a case in Swissgrid's customer relationship management (CRM) system, Salesforce, and forwarded to the IT department through a manually generated email. Then, IT staff opened a case in their service management system, Helpline. Next, the case had to be forwarded manually to the correct service provider for resolution. Coordinating and assigning the cases with the service partners was a labor-intensive effort. After a case was transferred to the right service partner, Swissgrid could not monitor the status and didn't have clean and complete documentation because the providers were working in their own systems. It was difficult to access information among multiple partners, which made the consolidation for unified reporting nearly impossible.

All of these factors limited the collaboration and manageability of service delivery. These issues needed to be solved urgently to ensure the effectiveness of end-to-end processes and vendor management.



Solution

With Cisco® ServiceGrid, Swissgrid can integrate the different service management systems of their service partners and their internal service management with its CRM system to ensure efficient collaboration across the service chain. The automated processing of service requests improved the service quality and troubleshooting efficiency. In fact, the service delivery to customers was improved by 30 percent.

All important information about service requests and incidents is stored in the Swissgrid service management system, Helpline. As a first step, Cisco ServiceGrid technology was used for internal consolidation to connect Helpline with the Swissgrid internal Salesforce CRM system. Starting with the request raised in the customer center, a case is created automatically now in Helpline. When a service case is opened from Swissgrid IT in Helpline directly, it is automatically synchronized with Salesforce to make sure that the customer center always has the latest and updated information for better customer service.

As a second step, Swissgrid integrated its IT service providers that deliver application and infrastructure services with Swissgrid systems. Now, cases can be automatically assigned to the correct external service provider without disrupting the service management process. Important incident information is documented and visible for all parties. With transparent tracking of processes across the service chain, Swissgrid can monitor where the ticket is and its status at any time and in the Swissgrid system.

WAN and LAN are mission-critical parts of the Swissgrid IT infrastructure. To provide fail-proof support and keep the wired network outage low, Swissgrid connected two service providers for network services through the Cisco ServiceGrid solution. If the first-level service provider cannot solve an incident, for example, a DHCP address failure, a ticket is generated and transferred to the second-level service provider.

Another Swissgrid outsourcing partner leads security monitoring and vulnerability. If the partner's staff detects unauthorized access to specific IT facilities by a third party, unauthorized changes to IT systems, or other gaps in the system, they report the issue to Swissgrid through the Cisco ServiceGrid system automatically. Consequently, Swissgrid IT can react immediately, correct the error, and close the gap to make sure the servers cannot be attacked. Swissgrid uses SAP companywide and collaborates with a SAP integrator. To provide continuous availability, SAP related tickets are transferred to the SAP integrator directly in real time. In this way, it is possible to solve incidents, such as portal access or single-sign-on issues, quickly for easy-to-use business processes.

Results

The transmission network is the backbone for a reliable power supply to support a competitive economy and a capable and modern society. "With Cisco ServiceGrid, Swissgrid has one central solution for integrating and managing their outsourcing partners to guarantee efficient infrastructure and application support for the transmission network," says Hans Roth, head of Service Management, Swissgrid. The bidirectional business-to-business integration ensures transparent processes without media disruptions and loss of information.

"Cisco ServiceGrid functions as a neutral, independent point of measurement within the service chain. Swissgrid can monitor performance and the fulfillment of the provider-specific SLAs at any time for end-to-end governance and active provider management. High-level process automation simplifies handling at the Swissgrid

customer center. This ensures high transparency and reduces mean-time-to-resolution significantly,” says Roth.

With Cisco ServiceGrid technology, Swissgrid is benefitting from accelerated service provider integration by cutting time to market from several months to a few weeks. Integration projects are implemented rapidly and are all delivered on time and within budget. Service delivery partners connect only once, complex and manual provider relationships no longer exist, and systems in use do not need to be directly compatible to be integrated. “We recovered our investment within the first year, and we will continue to benefit from Cisco ServiceGrid capabilities in our current ecosystem and will look to ways to expand,” says Roth.

For More Information

To learn more about Cisco ServiceGrid, visit www.cisco.com/go/servicegrid.



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

Cisco and the Cisco Logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)