CASE STUDY

U.S. Telecommunications Company

Standardizing internal workflow tracking systems

A large telecommunications company needed to manage service-desk workload by improving the in-house development of its workflow approval tracking system.

Challenge

A cable and broadband internet service provider in the U.S. was experiencing rapid growth through mergers and acquisitions. This resulted in several ticketing systems and workflow tools being used, including homegrown options, Jira, and Remedy. The management team attempted to standardize its service desk on Remedy, but it wasn't able to complete the project successfully. To track the increasing backlog of development requests, the services team resorted to manual spreadsheets instead.

Not only was the team struggling to keep up with the workload, it also faced audit issues. Auditors wanted clear answers to questions about the changes placed on the live production system, including who asked for the changes, who authorized them, and if the changes were tested according to regulations. Addressing these queries was not only time-consuming and expensive, but it also required critical resources.

Results

The company selected Rocket® Aldon® source code management tools to help them keep track of changes and ensure they were releasing the right versions of their ticketing systems at the right time. With Rocket Aldon, IT and DevOps workflows are automated so that software can be deployed quickly. The company's compliance issues were also resolved, as compliance management is built in with Rocket Aldon.

The crucial element of the new solution was the integration of Rocket Aldon Community Manager with Rocket Aldon Lifecycle Manager for IBM® i. While other tools managed workflows well, they couldn't process and dispatch assignments and the actual code the way Rocket Community Manager could. Instead of working against attempts at standardization, Rocket Aldon became a solution that could enhance the company's current service desk and workflow solutions by tying into the IBM i team.

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