



Petrom: Service-oriented View of IT Infrastructure

The customer

Petrom is Romania's largest integrated oil and gas group, with activities in the business segments of Exploration and Production, Refining, Marketing, Natural Gas, Energy and Chemical Products. It is the leading company on the Romanian retail market, with a network of approximately 500 filling stations.

On the wholesale market, Petrom is a major business partner for companies and institutions in sectors such as Transportation, Industry, Construction, Mining and Agriculture as well as for Public and Civil Authorities.

Petrom is the largest producer of oil and gas in South Eastern Europe, combining the experience of the world's first oil country with the international know-how of OMV, Central Europe's leading oil and gas group.

The challenge

To improve business continuity, the planning and rollout of IT infrastructure at customer's sites, and to control all changes and downtimes in the support, maintenance and delivery of IT processes, Petrom chose the BMC Atrium CMDB (Configuration Management Database) solution proposed by S&T Romania. This solution provides a service-oriented view of the IT infrastructure and makes IT more responsive to business needs. Critical IT data can be shared across functions and IT processes can be coordinated and automated. Furthermore, the impact of both planned and unplanned changes is reduced and the service desk works more efficiently.

The project

S&T Romania's software development specialists were involved in all phases of this project, from solution design and architecture, to implementation - which included configuring, customizing and programming integration interfaces and developing new modules and utilities in AM and CMDB - and on to the testing, rollout, data migration and onsite support phases. The key products used were: BMC® Remedy® Action Request System, BMC® Remedy® Asset Management, BMC® Service Level Management, BMC® Incident Management, BMC® Change Management, BMC® Atrium™ CMDB, IBM® Tivoli Configuration Manager™, IBM® Tivoli® Enterprise Console™, IBM® Tivoli® Software Distribution™, Microsoft® Active Directory, Cisco® CiscoWorks™.

Now that the project has been completed, Atrium CMDB at Petrom serves as a central repository for data and the processes that define the IT infrastructure. The support staff can therefore gain a better view of the linkages between infrastructure components and the business services they support. This is important because if a problem occurs, they now know immediately which business services are affected and what impact the disruption will have on the business. BMC Remedy Asset Management (component of the IT Service Management Suite) performs a complete tracking of physical IT resources throughout the complete asset lifecycle. The suggested CMDB granularity is sufficient to manage the IT assets and avoids unnecessary complexity: IT infrastructure, IT applications, IT services and their inter-relationships for all sites.

Benefit to the customer

- improved business continuity
- a central repository for data and processes
- better control over all changes and downtimes in the support, maintenance and delivery of IT processes

S&T Romania

With over 14 years of local experience, S&T has been constantly involved in developing IT market in Romania. The company designs and implements complex IT solutions based on a comprehensive portfolio of software applications, hardware and communication infrastructure added with a complete range of consultancy, project management and software development. Target customers are large and mid-sized organizations in the governmental, telecommunications, manufacturing, financial services, utilities and healthcare sectors.

S&T Romania also provides training, technical support and maintenance services based on SLA-s (Service Level Agreements) as well as outsourcing services.

S&T Romania is ISO 9001:2000, IQNet and TUV CERT certified and received "J.M.Juran Romanian Quality Award" for excellence in quality management.

S&T Romania belongs to the S&T Group, which with more than 3,100 employees and Euro 522,2 million in sales in 2007, S&T is the leading provider of IT consulting, IT solutions and IT services to customers in Central and Eastern Europe, the DACH region (Germany-Austria-Switzerland), Japan and China.

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