



Business Needs

Create a centralized change management framework, based on ITIL® best practice principles, to manage technology and business change in a global, time-sensitive, mission-critical environment. At the same time, maintain regulatory compliance, minimize risk and drive down costs.

Solution

- LANDesk® Service Desk
- LANDesk® Configuration Manager
- LANDesk® Self Service
- LANDesk® Web Desk

Business Benefits

- Powerful change and configuration management processes maintain regulatory compliance and aid security
- Ability to take ownership of system in-house saves OmniPay more than 30 days in consultancy costs
- Automation saves 10 man days of preparation time for SAS 70 audit
- Flexibility of the LANDesk Service Desk solution supports other parts of the business, including finance, risk management and IT security

OmniPay Ltd.

Using Sophisticated Change Management to Maintain Regulatory Compliance, Minimize Risk and Drive Down Costs

Overview

Based in Dublin, Ireland, OmniPay was established in 2000 to enable acquiring banks and their merchant customers to accept payment transactions, in both face-to-face and online environments. Today, the company supports 25 acquirers with merchants in 61 markets transacting in 111 currencies.

OmniPay's mission is to be the leading provider of global payment processing solutions to financial institutions and merchants through a strategy of innovation and efficiency, a sentiment that is replicated in the company's approach to technology. A single platform is used to handle more than 750 million transactions every year, driving down the significant costs associated with maintaining international card scheme compliance, and, on a market-by-market basis, of maintaining domestic regulatory compliance.

Managing Technology and Business Change in a Time-Sensitive, Mission-Critical Environment

The production or technology environment supporting the time-sensitive requirements of Payment Card Industry (PCI) businesses must offer 24/7/365 availability, a high level of resilience, and be able to manage huge volumes of change, as Tony Fitzpatrick, Change Control Officer of OmniPay Ltd. explains:

“There is continual and increased pressure to deliver changes to the production environment. OmniPay handles over 60 million transactions every month, with new clients and territories coming on board all the time. Add to this the twice-yearly requirement to adhere to new mandates for processing transactions from Visa® and MasterCard® and the enormity of the challenge is clear. Having centralized change management processes and an integrated technology framework in place are key to successfully managing change across our organization.”

Following a rigorous evaluation of the market, OmniPay selected the LANDesk® Service Desk suite in 2007 to support all change management processes across its production environment. As a desktop application, the LANDesk® solution is designed to provide IT and business support to both employees and customers. It combines ITIL verified and process-driven Incident, Problem and Change Management, Assignment, Service Levels, and Email Notification.

OmniPay's 170 employees, including 66 IT analysts, have access to Change and enhancement information and facilities through a Web portal, also based on LANDesk technology.

Minimizing Risk across the Organization

According to Fitzpatrick, “Change management is all about minimizing implementation risks, and ensuring everyone has visibility of change. Process automation means we no longer have to rely on someone remembering to tell everyone what they are doing. Very quickly, the right people are notified about a change and the impact it might have on them. The LANDesk solution has allowed us to automate as much as possible to reduce risk across the organization.”

Fitzpatrick and his team have gone one step further, writing their own scripts to monitor file sizes, dates modified, and other information on critical servers in the data center. He says, “The resulting information is automatically imported into the LANDesk CMDB on a daily basis so that change requests can be monitored and reconciled with Configuration Items.” Fitzpatrick adds that this proactive method for monitoring and tracking change across the production environment is critical to the successful operation of OmniPay’s business.

Using LANDesk, OmniPay has developed a risk register system for technical and business risks. If a risk has been identified, it is logged, reviewed, then either mitigated, transferred or eliminated. An action is determined for each risk and assigned to executive level. Finally, the LANDesk solution captures the sign-off of each risk, sets expiration dates for definitive action, and can even move each risk item from its current status to further review in the future. Says Fitzpatrick, “LANDesk allows us to quickly and easily demonstrate evidence of control procedures to our auditors.”

A Robust Framework for Compliance and Security

Deploying the LANDesk solution has significantly eased the burden of producing reports for auditing and compliance purposes. Because the Payment Card Industry Data Security Standards (PCI DSS) impose strict requirements around security, the ability for OmniPay to download meaningful and real-time reports directly from the LANDesk solution is essential.

Similarly, the solution provides automated reviews of the file integrity monitoring process where all changes and reasons for changes within files have to be tracked on a daily basis. Everything can be managed in one place rather than via multiple spreadsheets, eliminating the need to print out changes physically in hard copy format.

“By using LANDesk solutions for change management, we can produce hard evidence for auditing purposes,” Fitzpatrick says. “We have also seen a significant reduction in the number of man days required to prepare for audits. Take the annual SAS 70 audit—a widely recognized audit that reports on the controls employed by service organizations. I’ve calculated that we have saved 10 man days of time for this one audit alone.”

Internal Ownership is Critical to Change Management Success

Since going live with the LANDesk change and configuration management solutions in early 2008, OmniPay has taken real advantage of the workflow and integration capabilities of the system, enhancing many of the processes themselves. In fact, says Fitzpatrick, the ability to have total ownership of the system was critical to choosing a new change management solution.

“What attracted us to the LANDesk solution was its design capability and the opportunity for us to take ownership of the system in-house. The ability to create our own process lifecycles with its graphical design tools meant that nothing else matched its user-friendliness in terms of modelling processes. Our ‘can do’ attitude at OmniPay means we don’t have to rely heavily on external consultancy. When you grow the design and administration capabilities yourself, the possibilities increase exponentially. Internal ownership results in more control, less cost. This approach, along with the configurability of the LANDesk solution under our own control, has saved us at least 30 days’ consultancy costs.”

Using LANDesk has given OmniPay greater agility to develop and implement innovative new processes quickly and cost-effectively. Having control over the production environment from beginning to end also underlines the company’s commitment to continual service improvement.



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— **Tony Fitzpatrick**
Change Control Officer
OmniPay Ltd.

Before going live, OmniPay developed a test database to try out new processes, and the organization learned a lot about the product and how it could be used throughout the business. Since then, Fitzpatrick and his team have built a purchase order system for finance, are introducing a project management process for their own activities, and have built a process for enhancement requests whereby people making suggestions to change management processes or even the LANDesk solution itself can do so. They also use the system to automate the creation of daily information security tasks, which capture evidence and sign-offs of critical monitoring activities.

“The strength of LANDesk’s product is that it can support virtually any business process. It allows us to be creative and helps us to work smarter, not harder,” Fitzpatrick says.

Future Plans

OmniPay has recently upgraded to the latest version of the LANDesk Service Desk version 7.3 and introduced LANDesk® Web Desk, the new Web browser interface to LANDesk Service Desk for analyst users, which Fitzpatrick claims, is a “great step forward in terms of usability with a user interface that is streets ahead.”

When OmniPay first considered LANDesk Service Desk, it was looking for a system that offered one integrated platform for change and configuration management, with potential for incident and problem management processes in the future.

Fitzpatrick is always seeking creative ways of expanding the use of the LANDesk suite of products to other parts of the organization—finance, HR, professional services. “There is so much functionality in the new product—you just have to think big. By combining our creativity with LANDesk’s flexibility and understanding of what we want to achieve with the solution, any future enhancements are bound to reap exceptional benefits for our business. One other great asset, which I’d wholly recommend to other customers, is LANDesk’s User Groups. They are absolutely invaluable and go a long way to triggering fresh ideas,” Fitzpatrick concludes.

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