



TURK TELEKOM IDC2 DATA CENTER AUTOMATION

Turk Telekom's data center IDC2 to be one of the most significant data centers in Europe provides the company with freed-up staff time and lower job error rate while closely aligning IT with business enabling a reduction in operational cost and increase in productivity through data center automation realized completely by iNNOVA Technology Solutions and IT service management.

Turk Telekom's objective of optimizing its business technology via Data Centre Automation and enhance its IT Service Management (ITSM) in a strategic campaign, formed the basis for the IDC2 Data Center, the automation job for which is realized completely by iNNOVA Technology Solutions.

With the deployment of integrated HP Service Management Center and HP Business Service Automation solution integrated with HP IT Service Management in IDC2 enables fully integrated IT operations, automated data center operations, enhanced service desk and IT services plus an optimized IT infrastructure. The impact of these IT steps on business outcomes range from freed up staff time, fallen job error rate, close alignment of IT with the business and reduction in operational costs while increasing productivity. Ultimately, IDC2 is an important step for Turk Telekom to achieve its strategic objective optimising its business technology via Data Centre Automation and enhance its IT Service Management (ITSM) in a strategic campaign.

Integrated solution for business results

The fully integrated HP solution integrating HP Service Management Center and HP Business Service Automation solutions with HP Business Service Management solutions, namely HP SiteScope, HP BAC-EUM, HP Operations Manager and HP Network Node Manager decreases the time-consuming routine operational tasks effectively. The suggestions by iNNOVA experts for automating major server, network and storage errands as well as implementing Information Technology Infrastructure Library (ITIL) v3 and ITSM through closed loop service management on the infrastructure side are supported by iNNOVA's provision of HP Professional Services.

With four Business Service Automation solutions as Server Automation, Network Automation, Storage Essentials and Operations Orchestration, resulting in improvement in labor utilization, reduction of risk and faster time to market

also allowing Turk Telekom to automate server lifecycle management, configuration and compliance management, and the storage infrastructure proactively. With Operations Orchestration incident resolution, business process, and routine maintenance tasks are automated. The Service Management Center part of the solution mainly consists of HP Service Manager, a comprehensive and fully integrated IT Service Desk suite that decreases problem resolution times

These elements differentiate IDC2 in the world of data centers which are known for enabling lower cost, more compatibility and managed services. Yet IDC2 provides management of complexity and growth, which have become more crucial than ever after the crisis on the business side where flexibility is the utmost requirement currently as well as the IT itself. No need to mention the sensitivity towards environment and budgets.

iNNOVA's expertise, satisfactory results

iNNOVA's objective is to produce optimized and effective data center infrastructures targeting IT operations focused on low cost in the current environment. The expertise of iNNOVA is a major enabler for satisfactory answers in all these aspects. In the data centers, due to their relation with automation, consolidation of the infrastructure, virtualization and back-up fall within the expertise area of iNNOVA. With world class data center project references, iNNOVA Technology Solutions staff is one of the most competent teams globally. This team is ready to reflect its expertise in data centers ranging from planning to installation, maintenance to consultancy and training to the business to the business processes of its customers.

AT A GLANCE: IDC2

IT improvements

- Fully integrated IT operations.
- Automated data center operations.
- Enhanced service desk and IT services.
- An optimized IT infrastructure.

Business results

- Freed up staff time.
- Fallen job error rate.
- Helps Turk Telekom to achieve its strategic objective.
- Close alignment of IT with the business.
- Reduces operational costs and increases productivity.

Primary applications

- Business Service Management (BSM)
- Business Service Automation (BSA)
- IT Services Management (ITSM)

Primary Business Service Management software

- HP Business Availability Center
 - > SiteScope
 - > BAC - End User Management
 - > BAC - Service Level Management
- HP Operations Center
 - > Operations Manager
- HP Network Management Center
 - > NNMi

Primary Business Service Automation software

- HP Data Center Automation
 - > Operations Orchestration
 - > Server Automation
 - > Network Automation
 - > Storage Essentials

Primary ITSM software

- HP Service Manager
- HP Universal Configuration

Management Database (uCMDB) components

- HP Discovery and Dependency Mapping (DDM)
 - > Inventory Version
 - > Advanced Version
- HP Connect-It for Email
- HP LDAP

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