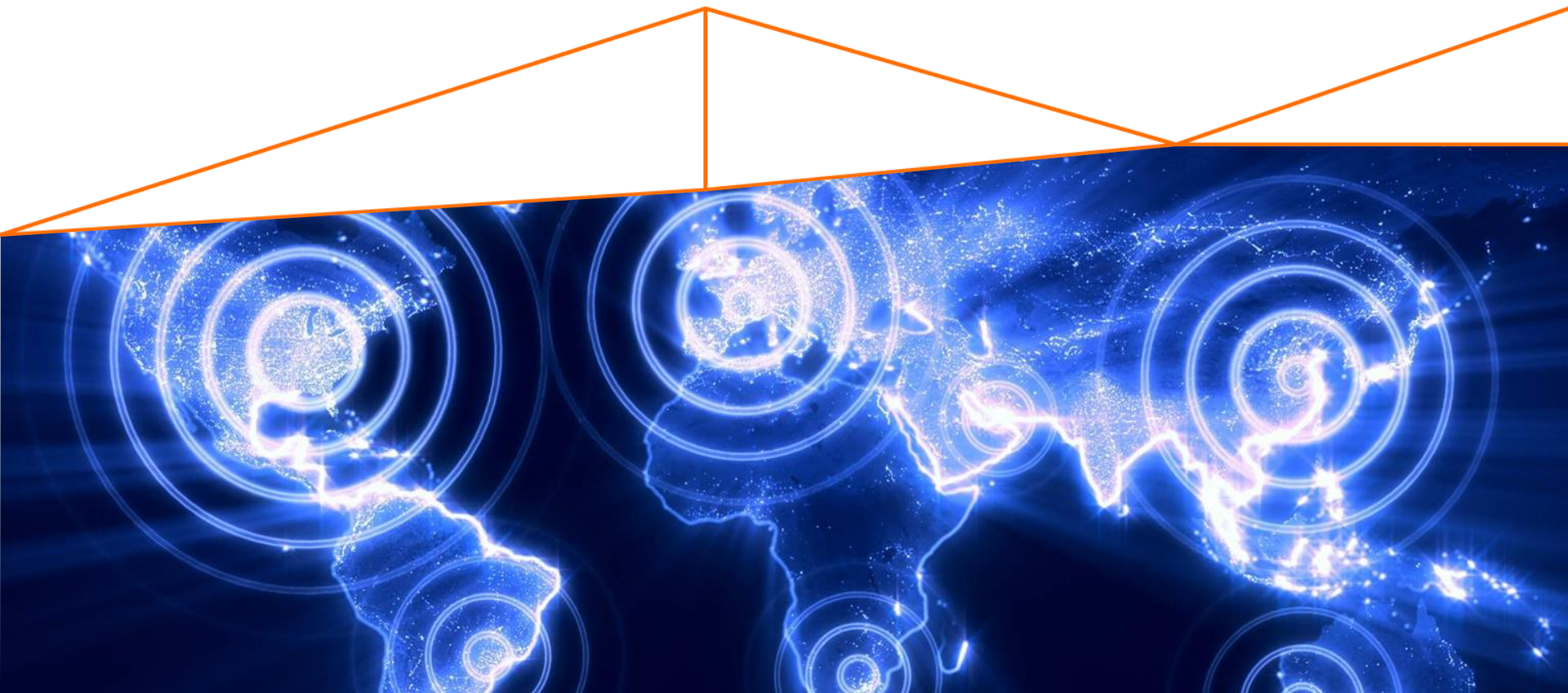# CA USER FORUM IN SANDVIKEN
SEPTEMBER 12TH 2015

SANDVIK

CA USER FORUM IN SANDVIKEN SEPTEMBER 12TH 2015

- Short presentation of Sandvik/Sandvik IT
- Current Situation
  - Versions
  - Upgrade project
  - Service Integrator
- Integration Bridge with IBM
- Global Web Shop
- CA SDM
- CA ITAM
- CAPA
- CA Accounting for Invoicing

SANDVIK

CA USER FORUM IN SANDVIKEN SANDVIK

47,000 EMPLOYEES

89 BILLION SEK INVOICED SALES

60 R&D CENTERS GLOBALLY

WE OPERATE IN OVER **130** COUNTRIES AROUND THE GLOBE

3 BILLION SEK INTO R&D EACH YEAR

8,000 ACTIVE PATENTS

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CA USER FORUM IN SANDVIKEN SANDVIK IT

We support Sandvik wherever needed
Sandvik IT Services has approximately 900 employees, 500 of which are located in Sweden. Our coworkers can also be found in, for example, the US, Australia, Germany, South Africa, China and Russia. We are present in all major Sandvik countries and have coworkers in approximately 40 countries.

Our mission is to identify and understand business needs to deliver suitable and cost efficient IT solutions that add value to the Sandvik business and IT consumers in transformation and daily operations.
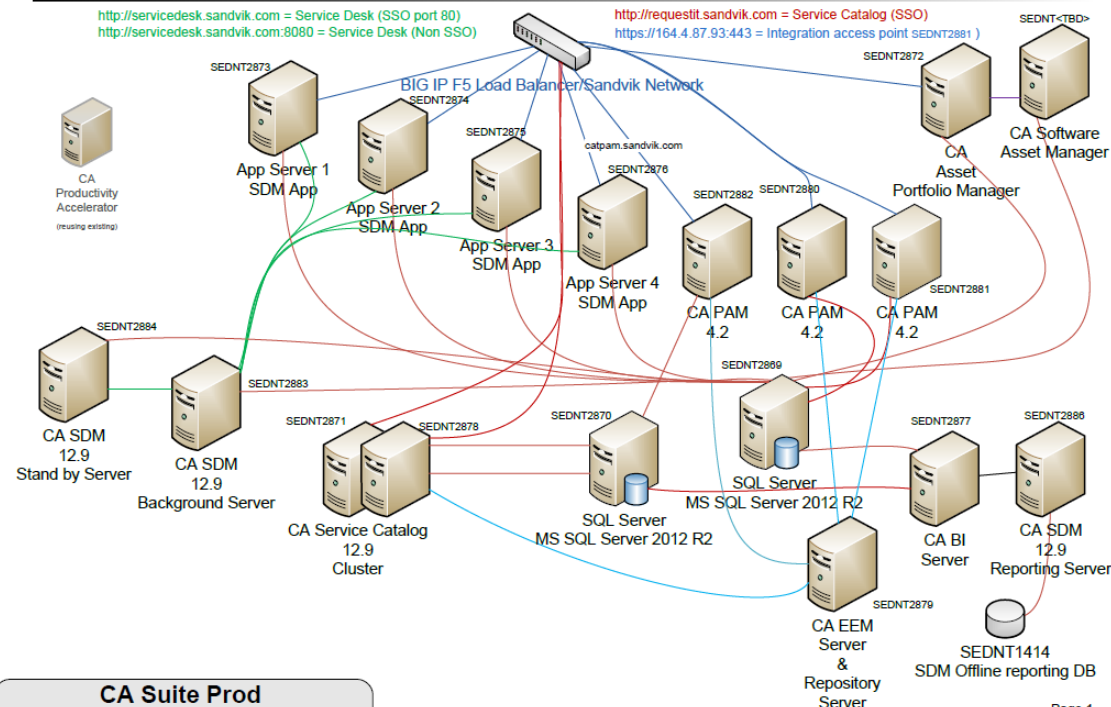
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CA USER FORUM IN SANDVIKEN CURRENT VERSIONS

- CA SDM 12.6----12.9
- CA SM 12.8------12.9
- CA PAM 3.1-------4.2
- CA PA R11--------12
- CA BI 3.1--------4.2
- CA ITAM 14.1

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CA USER FORUM IN SANDVIKEN
CA SUITE UPGRADE PROJECT 2015

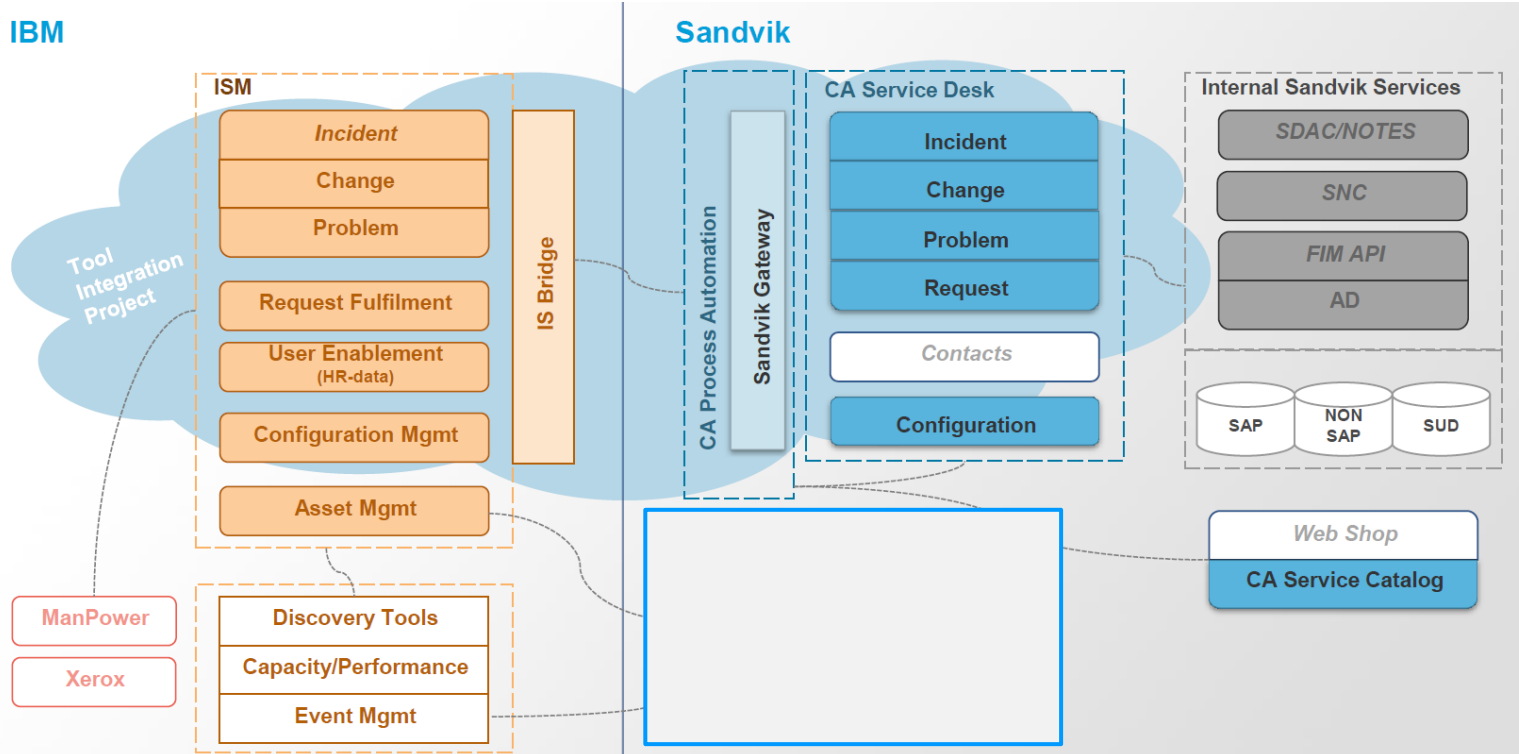# CA USER FORUM IN SANDVIKEN SERVICE INTEGRATOR

- Main Objective for many years...challanging
- Sandvik Service Desk central role

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CA USER FORUM IN SANDVIKEN INTEGRATION BRIDGE WITH IBM

IBM

Sandvik

Tool Integration Project

ISM
- *Incident*
- Change
- Problem
- Request Fulfilment
- User Enablement (HR-data)
- Configuration Mgmt
- Asset Mgmt

IS Bridge

CA Process Automation

Sandvik Gateway

CA Service Desk
- Incident
- Change
- Problem
- Request
- *Contacts*
- Configuration

Internal Sandvik Services
- *SDAC/NOTES*
- *SNC*
- *FIM API*
- AD

SAP | NON SAP | SUD

Web Shop
CA Service Catalog

ManPower

Xerox

- Discovery Tools
- Capacity/Performance
- Event Mgmt

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CA USER FORUM IN SANDVIKEN GLOBAL SERVICE CATALOGS

Demo?

CA USER FORUM IN SANDVIKEN
CA SDM FUTURE ADJUSTMENTS

- How should we remove Sandvik Customizations?
- How should the Tool adjustments be aligned with processs changes?

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CA USER FORUM IN SANDVIKEN
CA ITAM 14.1

- 14.1 ITAM installed in Dev within a POC project
- Read data from IBM/SCCM and TAD4D

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CA USER FORUM IN SANDVIKEN
CA PA

- Only some own Recordings
- Our Customized SDM views, makes it very hard to use the Content Packs
- CA PA not used as planned
- Future unclear

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CA USER FORUM IN SANDVIKEN
CA ACCOUNTING FOR INVOICING

- Web Shop Catalog does not create any transactions to our current invoicing
- CA Mediation and CA Invoicing will give us "Order to Cash"
- Solution implemented two years ago
- Pilot ongoing
- Main part of the home built code will be removed
- Still a very big Process change is needed to achieve Request driven charging

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Questions?

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