



Integration between Unicenter Service Desk and Knowledge Tools r11.2 and Kanbay Service Desk at Estee Lauder

Customer Profile

Founded in 1946, this technologically advanced, innovative company has gained a worldwide reputation for elegant, luxurious products. Products that come with a promise to uphold the finest standards of excellence through extensive research and stringent product testing. Today, the Estee Lauder collection of skincare, makeup and fragrance exemplifies the best that art and science can achieve. The Estée Lauder name on a product is recognized in over 100 countries.

Problem Statement

Estee Lauder has implemented Unicenter Service Desk 11.2 and Unicenter Knowledge Tools 11.2. This program is intended to address these needs:

- Integrate the Kanbay Service Desk with Estee Lauder's Unicenter Service Desk r11.2
- Customize the Web GUI to store the external reference number for Kanbay
- Error handling with well defined logging system

Technology Used

- Unicenter Service Desk 11.2 and Knowledge Tools 11.2
- WebMethods (In-house Web Services Tool)
- SQL Server 2000
- Windows 2003

Rolta Solution

Using custom trigger and fragment files Rolta was integrated Unicenter Service Desk and Knowledge Tools 11.2 with Kanbay Service Desk based on specific business logic.

Rolta also provided Estee Lauder with a solution that transferred the incident / change ticket related information from Service Desk to Kanbay if the business logic is met. By invoking the web services of Service Desk Rolta was able to create / update ticket information to and from the Kanbay Service Desk system which enables Estee Lauder to:

- Transfer tickets from Estee Lauder Service Desk to the Kanbay Service Desk when the group is Kanbay
- Provide regular updates to the Kanbay Service Desk when ticket information is updated with priority changes, group transfers etc.
- Log activity notification when the ticket information gets posted from the in-house http post executable to WebMethods Tool
- Send email notification when there is a connection failure between the http post executable and WebMethods Tool
- Document the entire solution with use cases.

Benefits of the Solution

- Ease of transferring vital incident and change order information from Service Desk to the Kanbay Service Desk
- Well defined error - handling for the integration solution
- Detailed documentation of the entire integration solution.