



Pemex Gas

» Pemex Gas moves from a “reactive” to “proactive” with a holistic set of Business Service Management solutions from BMC

BEFORE

- » Time required to bring a failed server back online: 1-2 days
- » IT staff had difficulties identifying which issues were low priority and which ones impacted the business
- » Ticket resolution could take days and sometimes involved “re-inventing the wheel” for the same types of issues

AFTER

- » Time required to bring a failed server back online: 2-4 hours
- » IT staff is able to conduct service modeling and to prioritize issues based on business impact
- » Pemex Gas has adopted the Business Service Management approach, in which all technologies are integrated and have a focus around automation



GEOGRAPHY

Mexico

INDUSTRY

Oil & Gas

SOLUTIONS

BMC Atrium CMDB
BMC Impact Manager
BMC Performance Manager

In 2001, the IT employees of Pemex Gas used too much of their time researching problems and trying to determine root causes, and not enough time was spent on business-critical work. “Everybody had a different opinion of what was causing the problems. We had multiple investigations going on, and we had people from one part of the organization blaming the problems on people from another part of the organization. But today, with BMC, we don’t have those problems anymore,” said Juan Miguel de la Garza, IT Service Support Manager for Pemex Gas.

Pemex Gas first engaged with BMC Software in 2001. The relationship was launched based on a singular need: Pemex Gas was searching for a solution to help monitor its SAP systems, and at that time, BMC PATROL (now known as BMC Performance Manager) was the only option available. BMC PATROL worked great for Pemex Gas, but over time, the IT group began to realize the importance of not only monitoring servers and applications, but also monitoring IT services. They started using BMC Impact Manager to help improve the reliability of IT services and automate the help desk.

“We eliminated the need of having an operator taking trouble tickets over the phone,” said de la Garza. “Our users could enter trouble tickets online through BMC Remedy, and everything else was automated. It allowed our people to work on more critical issues of the business.”

TAKING STEPS TOWARD BSM: IMPLEMENTING THE CMDB

A few years later, the Pemex Gas IT group took another big step forward on their path to Business Service Management by implementing the BMC Atrium CMDB. “We are working to integrate our IT organization into the CMDB, because it gives us control of the business ... human resources, applications, infrastructure, and more,” de la Garza said.

Currently, there are approximately 500 configuration items managed through the BMC Atrium CMDB, but that’s about to expand. “For us, it’s just the beginning,” de la Garza said. “Last year was when we really got started with the CMDB, and at the beginning we were integrating basic components, such as servers, communication devices, and applications.”

IMPROVED AVAILABILITY AND RESPONSE TIME

Most of the IT infrastructure at Pemex Gas runs on an SAP environment. The IT staff has been quite creative on how they have manipulated the BMC tools to ensure that the ERP environment – hardware, applications, middleware, databases, etc. – runs with high availability, given the critical nature of these components.

BMC also has helped Pemex Gas reduce the response time when a system goes down. In the past, when a server went down, it could take them one or two days to get it back up and running. Today, that’s down to just two or four hours. “One of the most important and significant changes BMC has helped us with is moving from reactive to proactive. With BMC Impact Manager and BMC Performance Manager, we can take action before a problem even starts. For example, if server memory reaches 80 percent capacity, we can address that automatically, because if it reaches 90 percent, we’d have a problem.”

ITIL AND REGULATORY COMPLIANCE

ITIL and regulatory compliance both are inherent to a solid Business Service Management approach. Because BMC tools are ITIL-compliant out of the box, BMC has helped Pemex Gas implement ITIL (IT Infrastructure Library) processes and ensure better regulatory compliance. De la Garza said, “The BMC tools are enabling – in a very easy way – the ITIL processes that help us with compliance. Most of the metrics we use come from these tools. When we have an audit, we are able to easily show what we are doing and how we are managing our IT operations. The BMC solutions are very well aligned with ITIL, and that’s very important to us.”

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JUAN MIGUEL DE LA GARZA
IT SERVICE SUPPORT MANAGER

THE IMPACT ON THE I.T. STAFF

The successes that BMC has facilitated have not gone unnoticed by the Pemex Gas IT staff. “In the past, we used to worry that the phone would ring with someone saying, ‘The server is down’ or ‘Something is wrong with the network,’” de la Garza said. “Now, we can detect and proactively prevent those problems with these BMC tools, so they rarely occur. Our IT staff is pleased and they realize that they have tools that they can trust. They are constantly seeking out other ways that these tools can help them get their work done.....”

IT General Manager for Pemex Gas Miguel Chio, who joined Pemex Gas in 2007 – after the company already had begun integrating the current group of BMC solutions – said, “I’m pleased at how the company has benefited from what BMC has helped us implement. We’ve seen a lot of improvements in IT efficiency and effectiveness..... It’s been very good for our business.”

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MOVING FORWARD WITH BSM

The relationship between BMC and Pemex Gas is growing, as Pemex Gas is looking for additional solutions to take their Business Service Management maturity to the next level. “We’re working on identify management, automation, analytics, end-user experience ...We want to automate the governance of IT, it’s not just one thing, it’s the integration of certain tools that we need to manage the IT “ de la Garza said. “We have a lot of tools from BMC and we’re working continue building a roadmap that supports our IT strategy. We have a lot of confidence in the products and the services that BMC provides for us.”

The success of implementations was due to the delivery of services from BMC partner AIS Sistemas Avanzados de Información. The IT service monitoring project lasted six months with six systems engineers full time from the partner and four systems engineers full time from Pemex Gas. AIS also worked with Pemex Gas in the automation of the ITIL processes performance and capacity management with the tools of BMC in a project that lasted four months.

ABOUT PEMEX

Petróleos Mexicanos is the biggest enterprise in Mexico and Latin America and the highest fiscal contributor to the country. It is one of the few oil companies in the world that develops all the productive chain of the industry, upstream, downstream and final product commercialization.

ABOUT PEMEX GAS

Pemex Gas y Petroquímica Básica (Pemex Gas) is Pemex's subsidiary which processes, transports and commercializes natural gas, liquid hydrocarbons (such as liquefied petroleum gas or LPG) and basic petrochemical products, such as ethane, natural gasoline and sulphur. Likewise, Pemex Gas offers its industrial clients several services, among them the hedge prices of natural gas.

ABOUT AIS SISTEMAS AVANZADOS DE INFORMACIÓN

AIS Sistemas Avanzados de Información S.A. de C.V. was the first company BSM Certified Solution Partner of BMC in México and second in Latin America.

BUSINESS RUNS ON I.T. I.T. RUNS ON BMC SOFTWARE.

Business thrives when IT runs smarter, faster, and stronger. That's why the most demanding IT organizations in the world rely on BMC Software across both distributed and mainframe environments. Recognized as the leader in Business Service Management, BMC offers a comprehensive approach and unified platform that helps IT organizations cut cost, reduce risk, and drive business profit. For the four fiscal quarters ended June 30, 2009, BMC revenue was approximately \$1.88 billion. Visit www.bmc.com for more information.

