

COOKDOWN

"Cookdown has saved us at least 12 hours of manual effort in Incident creation every week and has been a great replacement for Evanos"



David Young – Gift of Hope
Infrastructure & Operations Manager

Who are Gift of Hope?

Gift of Hope's (GOH) mission is to save and enhance the lives of as many people as possible through organ and tissue donation.

Since their inception in 1986, they have coordinated donations that have saved the lives of more than 23,000 organ transplant recipients, and improved the lives of hundreds of thousands of tissue transplant recipients. As one of 58 organ procurement organizations that make up the USA's organ donation system, they work with 183 hospitals in Illinois and North-West Indiana.



THE CHALLENGE:

Business Continuity & Compliance

Gift of Hope were using Evanos to integrate ServiceNow & SCOM. Evanos had proved to be a valuable tool for integrating SCOM. But Evanos had been acquired by Hewlett-Packard and was nearing end of life. So, it was only a matter of time before it became incompatible with ServiceNow's ever-evolving features, which could put business continuity at risk. This left Gift of Hope no option but to find a new solution and fast.

THE INFRASTRUCTURE:

GOH have the following systems:

SCOM Servers: 130

End Users: 330

Monitoring Tools:
PRTG and Cisco Prime infrastructure

Management Packs:
Dell infrastructure MPs, HyperV, Veem VMW/HyperV, SquaredUp, Standard Microsoft MPs and Nutanix MP.

THE SOLUTION:

1) Adios Evanos. Hello Connection Center!

After surveying their options Gift of Hope got in touch with Cookdown to discuss Connection Center for ServiceNow, the perfect replacement for Evanos. Connection Center is the ultimate tool for real-time, synchronisation of Alerts and incidents, aligning these elements throughout the lifetime of an issue. This ticked all the right boxes to help Gift of Hope manage their ITSM process and remain ITIL compliant.

2) SCOM Success

Gift of Hope wanted to reduce alert noise and save time implementing overrides, enabling them to work in a much more organised way going forwards. So, they took a free trial of Easy Tune and found it to be: competitively priced, easy to setup and perfectly designed for the job.

3) ITIL Intelligence

In order to be ITIL compliant, Gift of Hope needed a solution to help them schedule change management windows and avoid unexpected outages. Cookdown's Discovery allowed them to gain valuable insights on incidents created in SCOM. So, change and incident management could be better understood and coordinated. Previously, they were manually creating CIs, so Discovery also provided a cost effective way to build the foundations of their CMDB.

4) CMDB Creation

Gift of Hope originally purchased Kelverion but they found it complex to use and expensive, so it did not deliver the results they expected. Cookdown were able to step in and deliver results fast:

"The team from Cookdown helped us get 90% of our environment populated in our CMDB, they implemented features specifically for our use cases and smashed all the stated SLAs."

David Young

Gift of Hope - Infrastructure & Operations Manager

5) Conscious Costing

Cookdown is committed to delivering affordable, hassle-free enterprise software that lives up to its promise. But for charitable organisations we offer an additional discount, to further support them on their journey.

6) A Tailored Service

Every customer is different, to get Gift of Hope set up for success we helped them; develop custom payloads for Dell PowerEdge and custom scripts for Connection Center for ServiceNow. Since then, Gift of Hope have also downloaded several of our free SCOM Essentials: Easy Tune, Community Catalog & PowerShell MP and it looks like it's only a matter of time before they start using our ServiceNow Monitoring MP too.

"Cookdown were willing to work without worrying about support tickets and paperwork and were always ready to jump on a call to get issues solved!"

David Young

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