Seamless Data Pump™

Client Profile:
Large Enterprise

Business Challenge

Our client faced a significant challenge in synchronizing Configuration Items (CIs) between BMC Discovery (ADDM) and ServiceNow without using an intermediary staging table. This integration was a critical requirement for maintaining an accurate and efficient Configuration Management Database (CMDB). Traditional methods, such as manual development or custom plugin creation, would have taken months or even a year to complete.

Complicating matters, the client required complex data transformations, including the ability to combine multiple source values into a structured format within the target system. Their DevOps teams were under pressure to ensure seamless infrastructure provisioning and troubleshooting, but the absence of an automated solution led to delays, reduced productivity, and operational inefficiencies.

Technical Challenge

The client's primary objective was to enable real-time synchronization of Configuration Items between BMC Discovery and ServiceNow while simplifying data transformation requirements. The solution needed to:

- Eliminate unnecessary complexity by bypassing the need for a staging table.
- Ensure data accuracy and integrity within the CMDB.
- Automate complex data transformations for streamlined workflows.
- Empower the client's teams with tools and knowledge to handle similar requirements independently in the future.

Success was defined as achieving seamless data synchronization with minimal manual intervention, reducing operational overhead, and improving data quality within ServiceNow.

Our Solution

Keyva's Seamless Data Pump™ solution demonstrated remarkable adaptability. Leveraging technologies like Java, XML libraries, and Spring Boot Framework, the team ensured the solution seamlessly integrated with existing systems. Additional support included real-time chat, comprehensive documentation, and lab testing of integrations to validate functionality.

Keyva leveraged its Seamless Data Pump to facilitate direct data transfer between the source (BMC Discovery) and target (ServiceNow) systems. The approach focused on efficiency, automation, and ease of use. Key steps included:

- **Configuration Optimization:** Made minor adjustments within the Data Pump to eliminate the need for a staging table.
- **Built-in Transformation Functions:** Implemented transformation logic to restructure source data into the required format for the target system.
- **Advanced Query Support:** Enabled advanced queries to filter and synchronize specific Configuration Items, enhancing data relevance and reducing clutter.
- **Incremental Syncing:** Scheduled periodic incremental synchronization runs to keep data current across systems.
- **Client Enablement:** Provided comprehensive documentation, training, and real-time support to empower the client's teams to manage and optimize the solution independently.

Leveraging technologies like Java, XML libraries, and Spring Boot Framework, the Seamless Data Pump integrated seamlessly with existing systems. To support ongoing success, the Keyva team also provided real-time chat assistance, comprehensive documentation, hands-on workshops, and lab testing to validate integrations before deployment.

Results

The implementation of the Seamless Data Pump streamlined operations and supports future scalability and security enhancements. Benefits realized include:

- **Advanced Query Support:** Enabled advanced queries to filter and synchronize specific Configuration Items, enhancing data relevance and reducing clutter.
- **Operational Efficiency:** Achieving significant development and maintenance time savings by leveraging by leveraging out-of-the-box schema maps. This made the integration operational in less than one hour.
- **Enhanced Productivity:** Eliminated the need for manual processes or custom plugins so the DevOps teams could to focus on strategic tasks.
- **Improved Data Management:** Filtered and transformed data efficiently and utilized vendor-certified best practices to ensure accurate and clutter-free CMDB updates.
- **Streamlined Support Processes:** Simplifying support request and management process through training and a user-friendly interface.

Why Keyva?

Keyva is a trusted partner in IT modernization and automation, delivering innovative solutions that streamline operations and reduce complexity. Seamless Data Pump highlights Keyva's ability to drive value by automating data synchronization, eliminating manual interventions, and ensuring data integrity. By combining best-in-class technology with hands-on training and comprehensive support, Keyva empowers clients to manage and optimize their IT environments with confidence. This client-focused approach ensures not only immediate results but also long-term scalability and success.