

EMC Service Portfolio Management

Challenge

Service Management Success

The ultimate success of service management is indicated by the strength of the relationship between customers and service providers.

(Source: ITIL v3: Service Strategy)

Is your IT organisation a single team focused on providing service excellence to your customer?

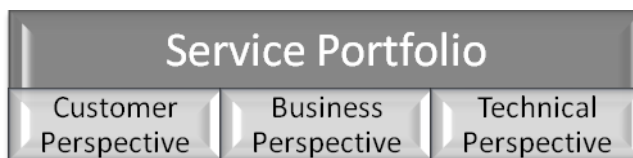
Do you need to understand the end-to-end cost of providing IT services to your customers?

Service Portfolio Management from EMC helps organisations to bridge the worlds of Infrastructure and IT Service Management with a business focused portfolio of Services.



Understanding the Service Portfolio

IT Organisations are increasingly being called upon to justify their value and to compete on the open market for the provision of IT services. EMC is able to assist in the development of Service Portfolios and automate the management and consumption of IT services with industry leading ITSM tools.



A Service Portfolio will:

- Provide a framework to track and optimise the costs of providing IT Services.
- Communicate what an IT Organisation does in Customer Terms.
- Be the central point from which the IT Infrastructure can be understood from a business perspective.

Success Story

Federal Government Department

By implementing a Service focussed CMDDB along with an automated Change Management process, a Federal government department was able to increase customer satisfaction by 30%.

Our Services

EMC consulting has worked with organisations across a range of industries to map their business requirements and create a portfolio of standard service offerings.

- We provide practical guidance on how organisations with different levels of maturity can immediately begin implementing a Service Portfolio.
- We encourage a collaborative approach and with EMC consultants on board you are assured of a rapid and successful implementation.

Key Service Benefits

When you partner with EMC to implement a Service Portfolio, you are drawing on many years of experience in optimising IT management for many of the worlds largest and most complex IT organisations. EMC's consultants help you realize your Service Portfolio goals.

- EMC has deep expertise in optimising IT infrastructure to support business services.
- Our experienced consultants have worked with hundreds of IT organisations to align IT services and infrastructure with business objectives.
- We utilize proven best practise frameworks such as ITIL and Knowledge Centred Support (KCS).

Tap into our Service Portfolio expertise, lower costs, increase customer satisfaction and move from being a tactical technology supplier to a valued and strategic business partner.

Take the Next Step

Find out how IT organisations are leveraging the expertise and best practices of EMC's Service Portfolio Management services. Call us now to arrange a free half hour discussion with one of our experienced consultants.