

www.innovise-esm.com

Enterprise Service Management

An effective Enterprise Service Management programme helps organisations to simplify and reduce complexity in their IT infrastructure. This ensures they are effectively controlled, cost efficient and remain available. Innovise ESM works on a trusted-advisor basis to define and deliver the right solution which is focussed on business goals and not technology for technology's sake. Our solutions are clearly defined and deliver value at every step.

Innovise ESM Areas of Operation

Business - IT Alignment

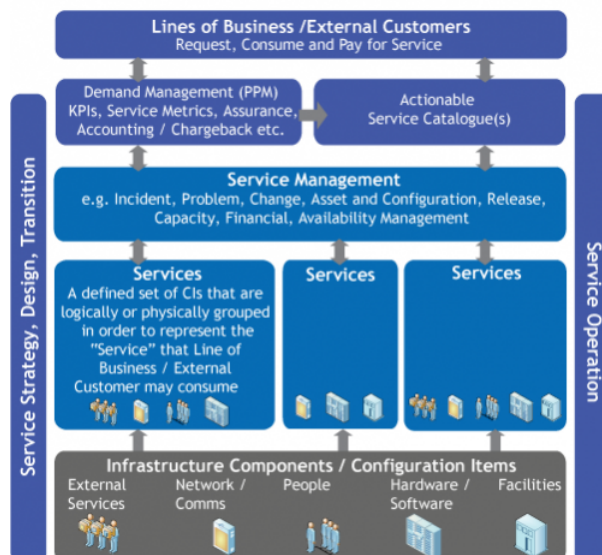
- Project and Portfolio Management Solutions (Demand Management)
- Actionable Service Catalogues
- SLAs/OLAs/Service Metrics/Analytics
- Service Accounting/Charge-back

IT Service Management

- Process and Organisation Definition
- Incident/Problem/Change
- Service Modelling
- Configuration Management
- End-to-End Lifecycle Asset Management including SAM

Application, Infrastructure & Operations Management

- Service/Application Performance Management
- Virtualisation Management
- Dependency Mapping
- Network design and architecture
- Integration
- Network, Security and Voice Management
- Systems/Event Management
- Process Automation (Datacenter)
- Workload Automation



Innovise ESM

Innovise ESM works with IT organisations to improve their ability to innovate and respond to the changing needs of the business. Whether the challenge is reducing costs, corporate governance, taking on new services or consolidating infrastructures, Innovise ESM provides the impartial advice, expert skills and the service management technology to enable IT organisations to manage continuous change.

Innovise ESM offerings include:

- ITIL Service Management Consulting
- Enterprise IT Management Solutions
- Network Management Solutions
- Process Orchestration
- Training Solutions
- Technical Support Services

What makes Innovise ESM stand out?

Innovise ESM is an independent, specialist IT solutions company experienced in the provision, design, implementation and support of Enterprise Management Solutions. Innovise ESM's all encompassing approach includes consultancy, solutions, training and support. We specialise in short, sharp, fixed term engagements that drive value from the outset. This ensures a low risk, cost effective and proven approach to realising your Enterprise Service Management goals.

While Innovise ESM is vendor neutral, we are also vendor aware. Our consultants regularly brief with leading IT management vendors, so we are intimately familiar with the pros and cons of available solutions. Our consultants can tap into this base of knowledge to help identify solutions that best map to your business needs.

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Innovise ESM Clients

Clients are the lifeblood of our company. We share in their challenges and work on a trusted advisor basis, ensuring that programmes of work are focussed on business outcomes and not technology led to ensure project success. Our clients respect our commitment to their business and enjoy working with our professional, friendly team. Our clients span many boundaries operating worldwide, in both public and private sectors. They all have one thing in common - they know they can turn to us to constantly deliver.

Our clients come back to us time and time again. Why? It is all about building genuine long-term relationships.

"The relationship with Innovise ESM has been a refreshing one. We are dealing with people who really understand our business and how to help us exploit the technology solutions to their fullest. The relationship has worked extremely well."

Global Head of Service Management Process,
Financial Information Company

Support & Training

At Innovise ESM we support what we deliver. We work closely with customers to develop the most cost effective support package for their benefit, not ours. Innovise ESM can provide comprehensive vendor and solution training that can be tailored to specific needs. This can be carried out on the customer site, or at one of our education centres. Our trainers all have experience of deploying the technologies meaning that our training includes real life examples of best practice.

Innovise ESM is able to offer two distinct types of training solutions to meet your specific business requirements:

Solution Based Training

As part of any solution delivery, Innovise ESM is able to offer a bespoke training/education programme to drive solution adoption and ultimately ROI. This approach is not purely technical training and focuses on the "hearts and minds", driving the cultural change necessary for your organisation to adopt a new Enterprise Service Management Solution. Such education programmes may include: business games; role and process training; technical tool training and administration/on-going support activities.

Vendor/Accreditation Based Training

In addition Innovise ESM has several relationships which allows us to deliver authorised accredited training programmes on your chosen subject.

Technology and Partners

Innovise ESM boasts numerous top tier vendor relationships, with the leading players in the market. These partnerships are a very important part of our business and give clients added confidence that we work to the highest standards, as set and expected by our technology partners. Our independent position allows us to recommend the right solution. We ensure that our consultants are fully trained in each of the technology platforms that we offer. These partnerships also allow our customers direct access to development ensuring a focus on value is added to the end customer.



HP Software
Silver Business Partner



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