

## Innovise ESM Capabilities and Services

Despite ever-increasing IT complexity and siloed management tools, IT departments are constantly asked to better align IT with business objectives. To achieve this requires a true Business Service Management (BSM) solution combining proactive top-down problem isolation with efficient bottom-up service impact analysis to prioritise IT problems based on business impact.

Innovise ESM's BSM solution delivers prioritisation of IT problems based on business impact and reduces risk by linking underlying application, server and network components to the business services they support. HP's business service management solution combines industry-leading products to align IT with business goals.

**HP Software**  
**Silver Business Partner**



## 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
- Training Solutions
- Technical Support Services

## Benefits

- Minimise the business impact of IT failures and align IT with business goals
- Effectively resolve IT problems to increase productivity and improve user satisfaction
- Improve visibility into service health by linking business services to underlying application, server and network components in a single management portal

Manage By Business Impact	<ul style="list-style-type: none"> <li>• Provide visibility into business processes and services through role based views</li> <li>• Measure business impact and risk from end user perspective</li> <li>• Establish and maintain business-centric service level agreements</li> </ul>
Accelerate Problem Resolution	<ul style="list-style-type: none"> <li>• Identify and prioritise critical business issues proactively</li> <li>• Accelerate MTTR by automatically correlating operational information to the business</li> </ul>
Map Service Dependencies	<ul style="list-style-type: none"> <li>• Automate discovery of IT business services, their components and interrelationships</li> <li>• Provide a 'single version of the truth' of the IT environment through a federated CMDB</li> </ul>

"Innovise proved to be excellent service providers. Whilst the people who we work with at Innovise clearly demonstrate great individual skill and experience we have also benefited greatly from the collective experience. This wider group of consultants and technical engineers has been a great source of knowledge and skill especially when integrating between a number of different service management systems."

**Martin Singer, Network OSS Architect, Virgin Media Business**

"This week we have had 2 major incidents where we've lost major core Switches, on both occasions the Network Management applications identified the problem, and the archived configurations were used to rebuild them. If the Network Management applications were not in use, this would not have been picked up until there was a business impact."

**Richard Banks, Yorkshire Water**

## Innovise ESM HP Services

Innovise ESM is an HP Silver Business Partner and has a wealth of experience in deploying HP BSM applications, such as Network Management, Compliance & Configuration Management and Application Performance Management solutions. We work closely with our customers to ensure the solution meets their requirements and to assist in the support of new services as the business develops.

Our services encompass the complete project lifecycle from design, implementation, customisation, integration, training and support. This experience comes from real-world projects ranging from enterprise organisations to major SP/Telcos worldwide to include - Virgin Media Business, Tesco Stores, Vodafone, BAA, IPI, Rabobank, T-Mobile, Yorkshire Water, to name a few.

### Design

The Design phase is an essential aspect of any successful deployment. We work closely with our customers to understand the detailed requirements and develop the appropriate strategy. Innovise ESM has developed a “design methodology”, which delivers increased reliability of critical IT Services, tighter control of operational costs, improved productivity and increased customer satisfaction.

### Implementation, Integration and Customisation

Each customer deployment is unique and the specific challenges are dependent on the IT infrastructure, therefore significant planning is required to minimise risk and ensure each deployment meets the exact requirements of the business.

### Training

Innovise ESM has a detailed understanding of HP products, and our training provides our customers with the skills they need to maintain the applications. Additionally, through our training partners, we can offer formal HP training for operator level through to administration and customisation.

### Best Practice Workshops

Innovise ESM can offer tailored solutions to enable end users or system integrators to use the suite of HP products effectively, thus maximising ROI and reducing OPEX as quickly as possible.

### Demonstration Labs

Innovise ESMs network management demo lab enables customers, end-users and technical consultants to demonstrate test and evaluate the features and benefits of HP Network Management Centre products. The demonstration network is flexible and can be quickly customised to suit individual client requirements. Innovise ESM can also demonstrate integration with OSS/BSS platforms and other third party vendor systems.

### Support

Support is key to providing good service levels, therefore our support services are designed to ensure the HP solution is operating effectively and efficiently and include:

- Onsite support during and post implementation
- Quarterly Health Checks
- Regular review of operational processes taking into account industry best practices
- Remote Telephone and Email support
- HP 24 x 7 1<sup>st</sup> level support contracts

#### Innovise Slough

Keypoint  
17-23 High Street  
Slough, Berkshire  
SL1 1DY

T +44 (0) 1753 513 800

#### Innovise Midlands

2nd Floor, Capstan House  
The Waterfront  
Brierley Hill  
West Midlands  
DY5 1XL

T +44 (0) 870 626 0400

#### Innovise India

Paradigm B  
Unit 13, First Floor  
Mind Space  
Malad Link Road  
Malad West, Mumbai  
400 064

W [www.innovise-esm.com](http://www.innovise-esm.com)

E [info@innovise.com](mailto:info@innovise.com)