

EMC Health checks & Continual Service Improvement

Success Story

Federal Government Department

This client struggled to move forward with new service management initiatives due to continued stress on the operational aspects of IT.

The EMC Infra continual improvement program ensured committed, regular focus was given to their IT Service Management processes. This enabled them to achieve a significant improvement in ITIL maturity over the course of the improvement program.

Is your organisation maximising the value you get from your IT Service Management tools and processes?

Are you missing out on opportunities to be more efficient in providing IT services to your customers?

Do you want to improve the Management visibility of your Service Improvement Program?

Is staff turnover impacting your capacity to optimise the use of your ITSM tools?

EMC, the Industry leader in ITSM consulting has helped thousands of organisations increase IT service efficiency while reducing costs. EMC helps organisations to drive ongoing efficiency improvements through two key services; ITSM Health Checks and Continuous Efficiency Improvement.

ITSM System Health Checks

EMC will review your existing ITSM tools and processes, create baselines and identify opportunities to increase efficiency by further automating ITSM processes.

At the end of the Health Check you will have a 3, 6 and 12 month roadmap to reduce costs and improve efficiency.

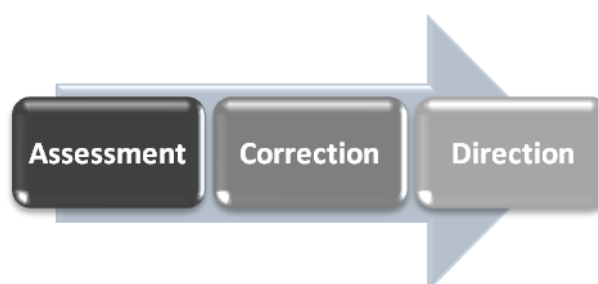
The health check focuses on the following areas:

- An end to end review of the system infrastructure and performance
- Detailed analysis of process efficiencies and maturity
- A staff skills assessment for each of the service management roles and responsibilities
- Review and optimisation of the application configuration and setup
- Initial benchmarking and goals for service improvement.

Driving Continuous Efficiency Improvement

Once you have a roadmap in place for increasing ITSM efficiency, EMC can assist your organisation in implementing the plan and keeping it on track. This will ensure you are maximising the value of your ITSM investment.

Our continual improvement programs can be as simple as an ongoing, monthly collaborative engagement with an EMC Infra consultant dedicated to your business, or more formal results driven initiatives to achieve the goals we set out at the beginning of the year.



EMC Infra Continual Improvement Approach

Key Service Benefits

When you partner with EMC Infra to implement a continual service improvement program, you are drawing on many years of experience in optimising IT management for many of the world's largest and most complex IT organisations. EMC Infra's consultants help you realise your continual improvement objectives;

- EMC Infra consultants deliver a practical approach to the implementation of ITIL in your organisation. Mapping the ITIL processes with the Infra technology to your business and industry requirements.
- Our detailed understanding of the Infra product suite can assist you to ensure you get the most value out of your existing technology investment without the need for new project initiatives.
- Studies have proven that incremental improvements to your organisations' existing processes and technologies after project completion have the highest return on investment. Only a small investment can yield significant cost savings.

Take the Next Step

Find out how your organisation can leverage EMC's expertise to increase IT efficiency. Call us now to arrange a free half hour discussion with one of our experienced consultants.