

# EMC Service Excellence Strategy

## Challenges

### Increase Service, Lower Costs

*A leading financial institution used Infra's embedded Knowledge Centred Support (KCS) and full ITIL support to achieve:*

- *Increased first call resolution rate from 20% to 80% with 30% Service Desk Staff turnover.*
- *Increased customer satisfaction by 40% over a 12 month period.*

### Radically Improve Customer Satisfaction

*Federal government department increased customer satisfaction by 30% by:*

- *Implementing a Service focused CMDB*
- *Automating Change Management processes*

IT organisations are under more pressure than ever to deliver increased services to their customers while reducing costs. IT managers are struggling with questions such as:

- How do I provide greater levels of service to my customers with fewer resources?
- How do I justify the cost of my IT organisation to the board?
- How do I position IT as a strategic business partner rather than a tactical technology supplier?

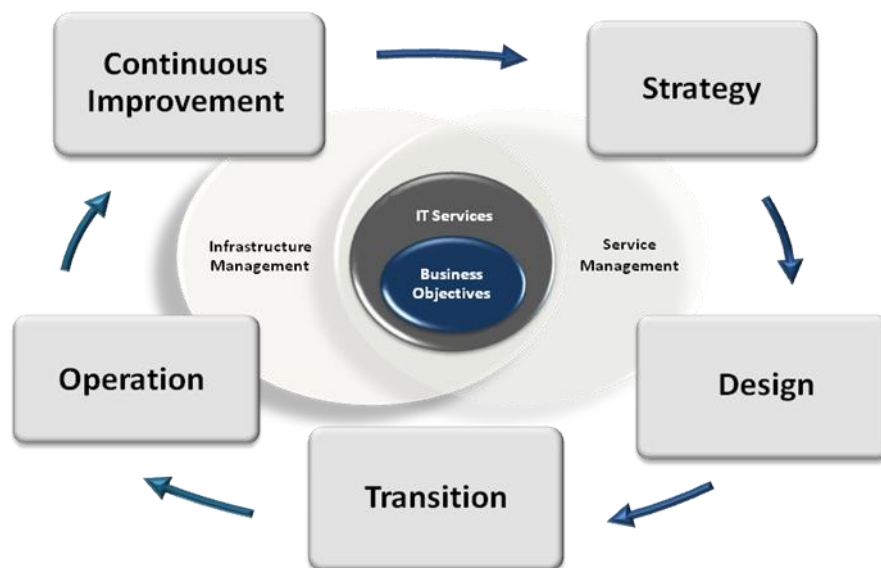
As IT organisations come under increasing pressure to justify costs while at the same time provide increased levels of service it can be a challenge to rise above the day to day challenge of “keeping the lights on” and focus on innovative uses for IT to add strategic value to the business.

## Our Services

EMC work with organisations across all industries to implement an architecture for Service Excellence. Our approach focuses on the designing the IT organisation to focus on delivering critical business objectives. We work with clients in the following areas:

- Service Strategy Design
- Service Management Process design and Optimisation drawing on Industry best practice frameworks such as ITIL and KCS.
- Organisational Design for Service Excellence
- Service Excellence Implementation Planning.
- Service catalogue design
- Service based Infrastructure design.

EMC takes a Business Centric approach looking beyond technology to focus on the services required to deliver key business objectives. This approach looks at technology and service management in terms of how they support business objectives which allows IT expenditure to be justified from a business perspective.



Key to the success of any IT Service initiative is the willingness of people to change the way they work and focus on business objectives as well as technology. EMC understands the need for effective management of organisational change and works with clients to ensure that the people involved in the Service Excellence initiative are managed just as carefully as the processes and technology.

### Key Service Benefits

When you partner with EMC to implement Service Excellence, 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 realise your Service Excellence 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 utilise proven best practice frameworks such as ITIL and Knowledge Centred Support (KCS)

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

#### Take the Next Step

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