

# Aspiren

VMware Service Manager to work on new National Performance Management Framework for local government

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– Nigel Watson, Aspiren

## Aspiren

Technology performance management company Aspiren has selected VMware's Service Manager to support the rollout of a new National Performance Management Framework (NPMF) to local authorities across the UK. The VMware Service Manager implementation will ensure that all processes associated with deploying the initiative are fully compliant with IT Infrastructure Library (ITIL) best practice.

Aspiren is using VMware Service Manager's Workflow module to automate the management of 400 local authority technical installations, and to provide managers with one common view of the status of the implementation project. Each local authority has also been given access to an integrated Customer Portal, enabling them to log support calls, such as Incidents and requests for Changes, directly to London-based Aspiren's Service Desk.

The NPMF is designed to improve the administration of Housing and Council tax benefits and to simplify governmental reporting. Aspiren evaluated a wide number of solutions from IT Service Management vendors before choosing VMware's Service Manager for the high-profile project.

According to Aspiren's Nigel Watson, “Compliance with best practice processes was one of the essential criteria in our choice of supplier and we felt that the way in which VMware's Service Manager application was fully ITIL aligned really shone through. VMware Service Manager, integrated Workflow was also a real differentiator for us. We are not only using it to manage the NPMF project delivery but for our own internal Service Desk too.

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Aspiren is now planning to automate processes within its own internal Service Desk using VMware's Service Manager for Incident and Service Level Management. The VMware Service Manager solution is underpinned by a unifying Configuration Management Database (CMDB) and provides comprehensive call tracking, escalation and reporting functionality. Aspiren's analysts will also use VMware's Service Manager Knowledge Bank to assist them with managing calls.

## About Aspiren

Aspiren, based in London, is the UK's largest provider of business performance management software to local and central government. Aspiren works with clients to develop and implement performance management frameworks that drive productivity, efficiency and effectiveness improvements at all organisational levels.

