

# ITSM BPM OFFERINGS



## Driving the cost out of IT Service Management

### Business Challenge

The reality in today's global competitive environment is that in order to survive an IT organization must continually optimize IT Service Management (ITSM) to deliver their services more efficiently and effectively at an ever-decreasing cost. While awareness and adoption of ITSM and ITIL are at an all-time high for global corporations, recent published reports demonstrate that CEOs and executives continue to be dissatisfied with the return on their IT investments.

### Covestic's ITSM BPM solution

The integration of ITSM with Business Process Management (BPM) and enterprise management strategies enables organizations to realize the return on IT investments by reducing the cost and time to implement, decreasing training requirements, and increasing the operational efficiency of the IT organization. Covestic's ITSM BPM approach provides the following benefits:

#### *Reduce implementation costs*

- Reduce ITIL training
- Eliminate need for end-to-end process knowledge
- Minimize complex process documentation
- Leverage existing Microsoft Office suite

#### *Reduce operational cost*

- Reduce process overhead
- Streamline process and procedures
- Native process optimization
- Real time elimination of bottle necks

#### *Increase agility*

- Reduce level of effort to implement change
- Increase nimbleness of change process

#### *Reduce response times*

- Streamline processes
- Eliminate redundant effort
- Eliminate over looked requests

#### *Increase reliability, availability, and capacity*

- Maximize accountability
- Maximize visibility
- Real-time information
- Auto-event generation

### Results

- Covestic has proven results of reducing operational costs by 20%
- Covestic's BPM-suite partner has proven results of reducing operational costs by as much as 80%
- Covestic can reduce implementation costs by as much as 50%

### Covestic's Advantage

- Proven experience in numerous ITSM implementations
- Half of ITSM consultant staff are ITIL certified Managers (master level)
- Expert knowledge of more than 60 tool solutions that support the majority of ITSM activities
- Proven success in the design and implementation of sophisticated IT solutions for local, state, and federal government agencies, and for Fortune 500 firms
- Expertise includes:
  - Service optimization
  - Service level optimization
  - ITSM implementation
  - BPM implementation
  - Process optimization
  - Cost reduction
  - Organizational planning
  - Organizational change

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## ITSM BPM Templates

Covestic's ITSM BPM templates are the result of our more than 10 years of proven ITSM implementation experience and provide a reliable foundation for rapid and successful implementations.

- **Individual ITIL process templates**
- **Change Management package**
  - Change Management
  - Configuration Management
  - Release Management
- **Service Level Management package**
  - Service catalog
  - Service Level Management
- **Incident & Problem Management package**
  - Incident Management
  - Problem Management
- **Service optimization package**
  - Availability Management
  - Capacity Management
  - IT Service Continuity Management
- **Financial optimization package**
  - IT Financial Management

## ITSM BPM Implementation Services

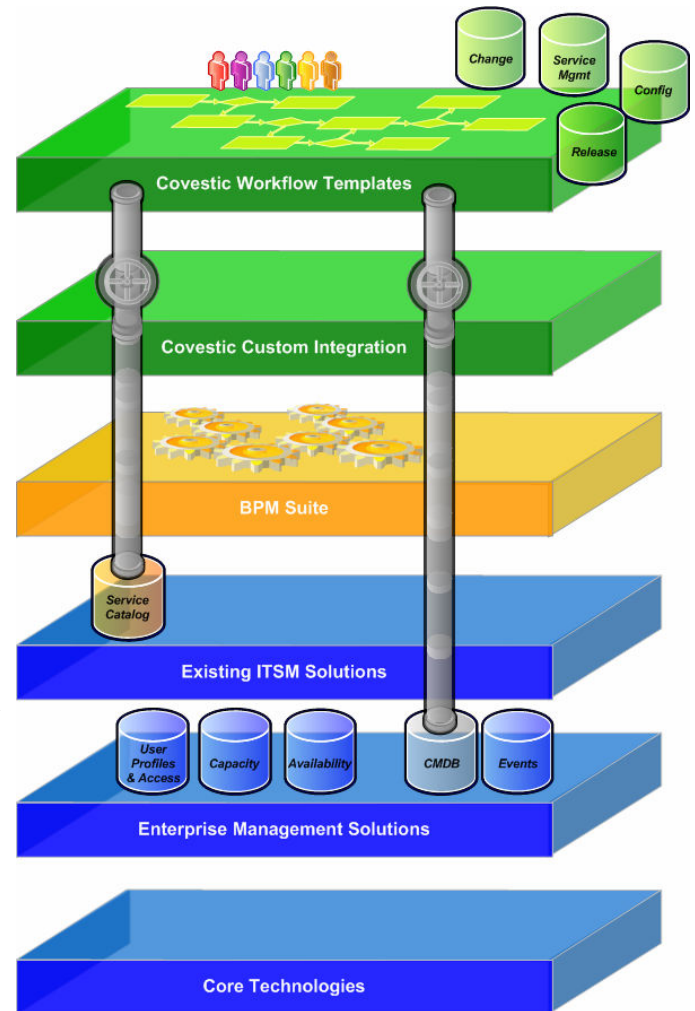
Covestic's implementation services focus on delivering practical solutions that satisfy your unique business needs and leverages your existing investments for maximum return.

- **BPM implementation**
  - End-to-end process development
  - Customization of ITSM templates
  - Integration with your existing solutions
- **Enterprise Management integration**
  - Configuration Management Database (CMDB)
  - Availability Management
  - Capacity Management

## ITSM BPM Managed Service

Covestic's Managed Service solutions provide the power and depth of Covestic's expertise without all of the overhead of ownership combined with a optimal cost model.

- Covestic hosting service instance
- Provide minor customization to standard workflow
- Monthly subscription fee



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