



## IT Service Management via SaaS

### *The Challenge*

Many IT organizations struggle today with the internal resources they need to maintain and support an enterprise Service Management system such as Remedy ITSM, HP Service Desk, Axios Assyst and other solutions. The cost to upgrade the application, the hardware required and the licensing models often add up to a significant Total Cost of Ownership.

### Leveraging the Cloud

Emtec is pleased to provide a new SaaS-based IT Service Management (ITSM) offerings that give your organization access to all the benefits of industry-leading ITSM solutions without the costs and overhead associated with hosting and managing on-premise software.

Implementing a service management solution via SaaS means significant potential reductions in costs compared to an in-house implementation. IT service management can be budgeted as an operational rather than a capital expense, eliminating the need to keep expensive hardware on the balance sheet. Transferring maintenance and support to Emtec's ITSM practice team eliminates the cost of expensive staff with proprietary skills, freeing in-house staff for higher-value work.

#### *Features include:*

- ◆ Pre-configured out-of-the-box ITIL-compliant suite including incident, problem, change, release, asset, service request, service level, and knowledge management processes
- ◆ Proven flexible integration methods to event management systems and discovery systems
- ◆ Seamless upgrade of the service to the latest release at predictable intervals
- ◆ Secure service delivered in compliance with SAS 70 guidelines
- ◆ Flexible delivery options protects investments
- ◆ Convenient monthly subscription-based license model
- ◆ Comprehensive management and ad hoc reporting

By leveraging the Cloud through a SaaS model, organizations can phase in ITSM quickly and incrementally, beginning with one region or process and including others as needed. Implementation times are greatly accelerated through an established on-boarding methodology and out-of-the-box data that reflects Emtec's ITIL-aligned best practice process models based on hundreds of successful implementations. This allows clients to begin receiving a return on their investment as soon as possible.

#### *Already have a large ITSM investment?*

We understand. The transition to a SaaS model can be seamless to the end user, while you take advantage of the TCO savings. Call us to find out how!

### A Comprehensive Solution

Transition the responsibility of deploying, hosting, and managing your service management environment to our experts, so you can focus on using the applications to achieve business benefits such as:

- ◆ Reduce overall IT support costs and increase support staff productivity by 30% or more
- ◆ Get up and running in days quickly realizing business value
- ◆ Deliver higher levels of proactive service by ensuring that your staff has 100%-visibility and integrated workflow across all areas of service support
- ◆ Minimize risk and ensure privacy of confidential business data through secure access — across the globe, 24 hours a day
- ◆ Maximize customer satisfaction by knowing, with confidence, that you can meet service level commitments

## Emtec's ITSM Solutions

### ITSM/BSM Tools



Emtec enables your Business Service Management solutions with the tools you need to achieve your corporate goals. Today's tools offer more than just data management. Configured properly and utilized to

their fullest, these applications incorporate your custom data needs as well as industry best proactive processes like those recommended by ITIL. Emtec's experience consultants understand both the technical nature of your applications as well as the real-world usability needs of your business.

### End User Self-Service Enablement



Emtec develops a Service Request Management (SRM) process that reduces IT service desk call volumes by providing end-users tools and resources that enable them to request IT services and

resolve common IT issues without IT intervention. We define your catalog of services, then automate service request processes for each.

### IT Change Management Realization



Emtec develops a systematic process for planning and successfully managing significant changes in IT service delivery and software releases to reduce the kinds of costly problems that often

occur. We work with you to deliver a comprehensive change policy supported by a systematic process for planning and managing change. Our approach accelerates the pace and consistency of implementing changes, while minimizing risks and potential downtime and disruptions associated with changes.

### IT Service Desk Consolidation & Optimization



Emtec devises comprehensive service support processes for both incident and problem management. Our process enables you to rapidly and systematically prioritize

resources and actions, decreasing call length, escalations, and resolution times. We assist in integrating multiple service desk operations to ensure information is shared and acted upon. And we provide tools that capture valuable knowledge and measure the tangible benefits of reduced IT costs.

### Proactive IT Event Management



This Emtec service consolidates events from IT monitoring and management tools and links them to business services—shifting IT focus from reacting to problems to proactively preventing them. Our

approach enables you to identify potential problems, assess impact, prioritize actions, and fix the issues often before users are affected—drastically improving staff efficiency and service availability.

### CMDB Design & Realization



Emtec helps you develop and deploy Configuration Management Databases. Through a workshop format, our CMDB experts help you design customized CMDB, including the tactical architecture,

processes and integration of tools and technology. The CMDB provides a clear picture of the state of your IT infrastructure and critical business systems. Ultimately, it assists in improving critical systems availability—and your ability to efficiently and effectively manage and deliver service.

Established in 1964, Emtec, Inc. is a systems integrator that provides IT services and products to the federal, state, local, education and commercial markets. Our market leading value-based management methods, coupled with best-in-class IT technology, consulting and development services, address a wide range of specific client needs, as well as support broader IT transformation initiatives. Emtec's service capabilities span the United States, Canada and countries around the globe.