IBM Infrastructure and Systems Management Services

IRM Service Management Solutions

Helping you improve your information technology service infrastructure using industry best practices

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Highlights

- Designed to enhance your IT infrastructure for e-business and improve infrastructure resource management
- Assess your IT Service infrastructure for a unique strategy and solution
- Design a customized, scalable Service Desk solution, balancing people, process and technology
- Provide rapid deployment of a help desk solution using industry-leading technologies, processes and organization considerations
- Incorporate traditional or legacy processes and technologies with Web-based support and self-service
- Deploy self-service with Virtual Helpdesk

Building solutions that support your e-business IT infrastructure

The service demands of global e-business—24x7 complexity, staffing driven TCO and skills shortages, cross-discipline problem solving—are prompting a shift from traditional problem-oriented help desks to consolidated service desks. While the propensity to outtask selected help desk functions or outsource the entire help desk continues to grow, there is still an increasing need to assist businesses with their internal corporate support environments.

IBM Service Desk and Sourcing offers consulting, planning and design, implementation, and remote support services to help build a streamlined information technology (IT) service environment for your e-business needs. Whether you want to automate or improve your current help desk, install a new or consolidated IT help desk, or integrate asset and change management with problem management into a consolidated service desk, the people of IBM Global Services can help.

Enhancing the value of your IT infrastructure

We can help you quickly develop an IT infrastructure that can withstand the demands of Web-enabled support and customer self-service applications. By taking advantage of our Service Desk Consulting and Sourcing Services, you can potentially improve customer satisfaction, reduce service costs, and refine infrastructure resource management to better understand the impact of changes across the enterprise. In addition, our professionals can implement a help desk that can grow and scale as your business grows, enable you to leverage existing IT investments while taking advantage of emerging technologies, and enhance your help desk agent productivity by improving resolution quality and response time.
Designing a strategy and solution for your unique business needs
Using our project management and e-business expertise, along with best practices and methodologies, we can help you deliver seamless, customized, end-to-end IT Services to your end users. We consult with you to evaluate your current IT service environment and examine service options. Then, our consultants can help recommend organization, process and technology enhancements to help deliver a quality, cost-effective IT support solution based on your business objectives.

Planning and designing a customized, scalable Service Desk
We will work with you to design a customized and scalable Service Desk solution. Service Desk Consulting and Sourcing Services can support or enhance your existing multivendor help desk, or work with you to build a more comprehensive, end-to-end service-desk. Our consultants can help you achieve the right balance of organization, process, and technology for your IT service infrastructure.

Rapidly deploying service desk solutions for improved business value
During the implementation phase, we can develop, install and integrate new products and tools into your existing IT support environment and train your staff.

Our IT specialists can help develop an optimal workflow that incorporates new and existing technologies into an automated solution, including industry-leading application software from Tivoli® Systems, BMC/Remedy Corporation, Peregrine Systems—and others, into an automated solution. We can help you resolve problems and service requests quickly and consistently by taking advantage of voice, data and communications technologies; drawing on comprehensive knowledge bases of known problems; and linking support applications across the enterprise.

We can also quickly and efficiently install, configure and implement a service desk using a base set of IT infrastructure support capabilities, including a single point of contact for problem reporting, advanced problem resolution techniques and management reporting.

We can provide remote support, including frontline problem determination and problem source identification support, for your help desk solution and can also arrange application software support through a product application vendor if desired.

Our comprehensive family of service desk offerings and capabilities can potentially:

• Stabilize your IT environment with some of the latest innovations in change management
• Design more effective responses to disruptions in your production environment with incident management
• Reduce the occurrence of problems with an intelligently designed problem management process
• Improve your first call resolution rate, reduce call lengths, achieve SLA terms
• Implement a single point of control for empowered IT management and a single point of contact for reduced user disruption
• Reduce your cost per call
• Consolidate physically or virtually your level 1 and 2 resources
• Gain control of your IT costs with integrated configuration, change, problem, incident management
• Gain control of your service desk with our comprehensive ITIL and ITPM based Service Desk process model
• Avoid the common problems associated with sourcing by incorporating consulting
Effectively supporting today’s many methods of customer contact

The Web has given consumers many more choices, but it has also given businesses more efficient and cost-effective ways to reach and service more customers. We can identify and implement solutions that integrate the Web into your support process by leveraging and integrating traditional call center technologies and practices with Web portals for customer service and support capabilities.

The technology trends of the future are likely to incorporate increasing levels of computer automation to help address the challenges associated with ever increasing workloads. Through the benefits of automation, the need to acquire additional IT support staff to accommodate these greater workloads can potentially be greatly reduced.

You can begin to address these challenges today through our automated service desk offerings. Our “HelpNow” capability allows users to automatically submit help tickets without involving service desk staff members in the process while our “virtual helpdesk” capability offers comprehensive self-heal, self-help and self-service functions through a state of the art, integrated, and open architecture multivendor solution.

For more information

To learn more about IBM Infrastructure and Systems Management Services and IBM Global Services, contact your IBM sales representative or visit:

ibm.com/services

To learn more about IBM Service Management Solutions, visit:

www.as.ibm.com/hds