

# IT Service Management

## Tool Services

### OPTIMIZING YOUR IT SERVICE MANAGEMENT TOOLSET

Effective use of Information Technology is critical for companies in today's rapidly evolving, constantly changing and highly competitive business environment. Organizations frequently attempt to manage their operation using an IT Services Management (ITSM) toolset that isn't fully supporting their service delivery goals for various reasons – high cost, incomplete implementation, wrong tool, or lack of functionality, among others.

### THE ACUATIVE SOLUTION

Acuative's IT Service Management Tool Services provide a comprehensive evaluation and guidance to select, implement, manage and improve your entire ITSM toolset.

We leverage ITSM industry frameworks, standards and best practices to craft solutions which meet your needs. Executing with precision, our business and systems analysts work with your stakeholders using our proprietary methodology, enabling us to fully understand your requirements. We then map out the appropriate toolset solutions to help you deliver more cost-effective and higher quality IT services.

Acuative's ITSM Tool Services are thorough, complete in scope and provide:

#### **Expert Guidance**

Without a plan detailing the business outcomes needed from your toolset, it's easy to get off track. Acuative's certified ITSM experts help you stay on course by understanding and analyzing your existing, technology, tools and business requirements. We help you understand, rationalize and chart ITSM tooling and technology decisions to streamline, align and enhance value to the business. Workflows are streamlined, the "swivel chair" effect is minimized and overall effectiveness as an IT organization is increased.

Acuative also offers ITSM Policy/Process Services that complement our Tool Services. Used together, these services deliver assurance that your toolsets align with your policy, process and governance structures, rather than compromising the integrity of these structures to accommodate your toolsets.

#### **Vendor-agnostic Recommendations**

Your ITSM tooling and technology selection represents a sizeable long term risk for your organization with considerable sunk and opportunity costs. Toolset decisions based simply on allegiance to a brand or brands can be costly mistakes that you will have to live with for years to come.

Our pragmatic approach aligns ITSM tooling and technology decisions with the needs of your business, while minimizing risk and future-proofing your IT investments. We systematically help you understand and prioritize all of the inherent toolset selection tradeoffs, validate your choices and avoid vendor "lock-in", while increasing your peace of mind.



*The right ITSM toolset, properly implemented and fully optimized, helps you consistently deliver tangible customer value and fulfill your business objectives.*

# Be Ready for What's Next!

## OUR EXPERTISE

Our ITSM Tool Services expertise encompasses multiple industries with a variety of systems:

- Ticket Systems
- Asset and Configuration Management Systems
- Notification Systems
- Network and Fault Management Systems
- Performance Management Systems
- Service Level Management Systems
- Knowledge Management Systems

## SERVICE COMPONENTS AND DELIVERABLES

Our ITSM Tool Services typically include:

- Tooling Requirements, Workflows and Use Cases Documentation
- Tool Mapping to ITSM Frameworks
- Tool Planning and Roadmap Development
- Request for Information / Proposal / Quotation
- Functional and System Design Specifications
- Tool Build Specifications
- System Test Planning
- Deployment Planning
- Operational Readiness Planning
- Requirement Traceability and Acceptance

## ACUATIVE'S COMPLETE IT SERVICE MANAGEMENT PORTFOLIO

In addition to our ITSM Tool Services, we also offer a full range of complementary services:

**Strategic Assessment Services.** Best practices are utilized to assess needs and build an actionable roadmap in order to improve, optimize and mature services capabilities.

**Policy and Process Services.** We identify and implement the ideal policies, processes, procedures and workflows that will achieve predictable results and desired outcomes.

**Functional Alignment Services.** Our unique framework and methodology allows us to rapidly assess issues and design solutions that provide organizational optimization.

**Analytic and Reporting Services.** We improve data quality issues, enhance competency and turn information into applicable knowledge to ensure your reporting delivers value.

## READY TO LEARN MORE?

Call us today to build a plan for your organization that will optimize your current IT Service Management technology and tools environment while improving your overall services capabilities. **1.800.835.7687.**



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