

IT Service Management



Strategic Solutions: *Immediate Value*

PerVigil delivers integrated and automated IT Service Management (ITSM) solutions that give you the insight and control you need to maximize service levels experienced by your end users.

By converting labor-intensive stand-alone tools into a fully integrated solution, blind spots can be eliminated and the following benefits of effective IT Service Management can be achieved:

- Optimum service availability
- Improved business process effectiveness
- Maximum return on IT investments
- Effective use of human resources
- Enable new business initiatives
- Demonstrate IT's value to the business

Proven Track Record - History of Success:

With a clear focus on ITSM solutions and customer-focused excellence, PerVigil has established a reputation for delivering cost-effective solutions that provide immediate value and long-term sustainability.

As with any great company, our success is based on the strength of our people. Our highly skilled consultants have many years of hands-on experience delivering IT Service Management Solutions. PerVigil's comprehensive lab environment and on-going training programs ensure that each consultant continues to expand their technical capabilities.



Customer Focused Methods:

Using an approach encompassing people, process, and technology, PerVigil can guide you through the specification and deployment of a best-of-breed IT Service Management Solution that addresses your specific objectives.

PerVigil is focused on listening to you, understanding your business focus, and recommending solutions that meet your needs. We ensure that a solid foundation is deployed and a roadmap is in place that enables you to accommodate the changing demands of your business.

After gaining a clear understanding of your service delivery and business issues, PerVigil can quickly deliver a mature, robust, and proven solution that addresses your challenging requirements.

By delivering solutions based on commercially available software products, PerVigil minimizes deployment costs and enables you to focus on your core business activities. Most importantly, Return on Investment, the long-term supportability of the solution, and your organization's effectiveness are all maximized.

Delivering Value With Every Step:

IT budgets require solid proof that investments can be clearly justified based on business impact. Real results and a measurable return must be achieved at every stage of any IT project. PerVigil's process oriented approach and extensive experience enable us to deliver powerful and flexible solutions that meet your current and future needs in the most cost effective manner possible.

By deploying solutions in phases using a building-block methodology, our solutions target immediate problems, are deployed in a matter of weeks, and deliver quantifiable success each step of the way.

The end result of this process is not simply a technology deployment but an IT Service Management solution that is fully integrated with your organization, people, processes, and business objectives.

PerVigil's approach delivers value at each step using the following phases:

- Requirements Analysis
- Solution Specification and Planning
- Tools Implementation
- Tools Customization and Integration
- Process Implementation
- Solution Training and Documentation
- Long-term Support

A key factor in PerVigil's ability to deliver industry leading solutions is our partnership with Hewlett-Packard, our primary IT Service Management Solutions software partner. The OpenView family of products has proven to be the most powerful and flexible products for true IT Service Management.

The OpenView management suite is comprehensive – including networks, systems, storage, applications, and databases – all actively viewed as services and controlled through an integrated console with automation, one-click trouble-shooting, and scalability for even the largest enterprises.

PerVigil Solutions:

Global-Scale, IT Service Management (ITSM)
Service Management Portal Integration
Network Usage Accounting & Billing
OSS/BSS Integration & Automation

Strategic Analysis & Planning:

Executive Issues Analysis & Recommendations
Technical Issues Analysis & Recommendations
Project Management and Audit

Services:

ITSM Consulting & Integration
Remote Solution Administration
Custom Reporting Solution Development
ITSM Solution Fail-over Implementation
Custom Integration With Existing Environment
Solution Documentation
Solution Training
On-going Support



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