

SANDIY IT Service Management solutions for better control and lower costs

Business blueprint



Business processes, supporting information technologies and organizational structures, have to be flexible and responsive to change in order to ensure sustained competitiveness.

Executive summary

Today, large enterprises are facing a key challenge: The globally accelerating business dynamics in nearly all markets require maximum awareness and flexibility of the entire organization to quickly adapt the business approaches to the changing environment and requirements.

To successfully face these challenges, enterprises need to become more adaptive. This implies that business processes, supporting information technologies and organizational structures have to be flexible and responsive to change in order to ensure sustained competitiveness.

However, the sheer size of enterprises clashes with capabilities such as flexibility, speed and agility. Large organizations tend to be cumbersome to manage. Process changes imply major impact, and the IT landscape is typically complex and heterogeneous. In addition, economic constraints in some global marketplaces, plus profit objectives, force enterprises to manage costs carefully. In any case, IT budgets are unlikely to grow in pace with business requirements. In most companies, the available IT budget will remain limited.

Business needs

In this situation, the IT organization and the business lines face four basic issues:

- **Return on investment.** The costs of IT operations and maintenance are too high—and consequently, the portion of the IT budget that remains for true IT and business improvements is too low.
- **Agility.** The ability to adapt to changes in customer demand shifts in the competitive landscape, mergers and acquisitions, and new government regulations must be improved.

- **Performance.** The quality of IT operations and services doesn't meet the requirements of internal and external customers.
- **Risk.** The IT landscape is growing, IT management is becoming more complex and the effects of changes are hard to predict.

Solution summary

Can a solution be this simple?

The Sandiy IT Service Management solution helps IT organizations respond to today's challenges. It provides:

- Comprehensive and timely information about the complete IT landscape.
This includes in-depth, end-to-end information about the IT landscape. The ITSM view spans applications, middleware, IT infrastructure and services.
Based on this information, it's possible to increase transparency, to identify and trigger optimization activities and to make effective, proactive day-by-day decisions.
- Better communication among people, processes and technologies
Seamless and proactive communication within the complete organization makes integrations faster and less costly and resolves communication failures. Enhanced communication is based on a common standardized language and jointly agreed upon rules, KPIs (key performance indicators), service level objectives (SLOs) and processes.
- More powerful management capabilities for the entire IT landscape
The SANDIY ITSM solution enables monitoring of the complete IT landscape, to define and schedule tasks and jobs and prioritize them, to run automatic routines and to control the fulfillment of tasks and jobs. This is all based on best practices provided by ITIL (the IT Infrastructure Library).



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Enhanced management capabilities help reduce manual workloads, keep all activities under control, speed up IT processes and improve quality. And this is what the IT Service Management portfolio from SANDIY is all about. By improving IT processes across technology areas, your IT organization is able to better manage all tasks and requirements.

Solution description

What exactly does the solution do for you?

The ITSM portfolio is a set of services, software and hardware products, and standard methodologies. It delivers functionalities that:

- Improve the quality of information
- Enhance communication
- Empower management

By improving IT processes across technology areas, your IT organization is able to better manage all tasks and requirements.

With improved information, communication and management capabilities, the entire IT system landscape can be optimized more effectively and efficiently.

Improve information

Often, the current cost situation and cost increases are not fully understood because companies lack end-to-end insight into their IT landscapes. Analyses fail to answer the questions: “Where is the best place to start cutting costs? And where can we expect the greatest effect?”

The ITSM portfolio provides you with a holistic view of your entire IT landscape. This includes:

- In-depth insight with more and better information about infrastructure, applications and services
- In-depth status data about availability, key performance indicators and more
- Complete monitoring of usage, accesses and transactions

This provides the foundation for identifying optimization potential and for making informed decisions regarding your IT landscape. It enables the unbiased metering of SLA compliance and helps you detect and resolve potential issues at an early stage, well before vital services are affected. In the event of an incident, you obtain detailed diagnostic information about what can be done to resolve issues quickly and efficiently. These capabilities help to deliver higher availability, greater performance, enhanced customer satisfaction and increased investment protection.

Enhance communication

Obtaining more and better information is only the first step. The second step is to ensure that information is communicated consistently, quickly and in understandable formats across the organization—among people, processes and technologies.

Prerequisites for the improvement of communication include the identification of any disconnects and the simplification, consolidation, standardization and integration of your processes, applications and infrastructures. The Sandiy ITSM portfolio provides you with:

- Information exchange between business and IT and between applications and IT infrastructure
- One common language with standard definitions and taxonomy, based on the ITIL standard One common knowledge database
- Continuous service improvement processes and IT landscape optimization (IT consolidation and integration)

Empower management

By improving IT processes across technology areas, your IT organization is able to better manage all tasks and requirements. With the Sandiy ITSM portfolio, you can:

- Achieve end-to-end, process-based management of network, systems, storage, output devices, middleware and applications
- Achieve end-to-end incident and performance management
- Analyze business impact and problem root-cause
- Manage and implement changes and projects proactively without business disruptions
- Align resources to enable optimal utilization, performance and response times of the applications
- Reduce complexity of the complete IT landscape by managing IT assets and service dependencies

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- Increase service visibility
- Establish and automatically measure SLAs

Drawing on these management capabilities, you are in the ideal position to optimize the entire IT landscape. You can now maximize the utilization of available resources and reduce the number of incidents and downtimes. By proactively managing any situation, you can provide security, improve business performance, and—above all— reduce the costs of your IT operations. And by linking business and IT, your enterprise is able to swiftly and efficiently adapt to change.

Value proposition

The benefits for your company and for you

Benefits for your IT:

- Strong support of business goals, support of continuous business improvement
- Reduction of total cost of ownership (TCO), helping you to meet IT cost targets
- Cost and time savings, freeing budget and people for innovative projects with greater business benefits
- Ability to react faster
- Higher availability and reduced risk of unplanned incidents
- Higher performance due to better performance management and a holistic view of your entire IT landscape
- Investment protection by reducing integration and upgrade costs
- Satisfied internal and external customers
- Improved IT image and motivation
- Opportunity to benchmark IT
- Peace of mind

Benefits for entire company:

- A foundation for an Adaptive Enterprise
- Cost and time savings—freeing budget and people for innovations and projects with greater business benefits
- Faster realization of intended business benefits
- Faster time-to-market
- Reduced costs
- Improved productivity and efficiency
- Increased business performance

Each approach can be implemented on a stand-alone basis, or can be combined with any of the other approaches in order to create a greater positive impact for your IT organization, and those that rely on your IT services.

Services

ITSM business assessments and workshops

Choices include:

CIO workshop

In this half-day workshop, SANDIY Services consultants work with your key IT executives and staff members to identify obstacles to success in managing your IT services and infrastructure. They help you plan actions to better align IT with the way you conduct business.

IT Service Management assessments

We conduct a thorough assessment of your IT Service Management methods, processes and technology; identify areas for improvement and develop a go-forward plan. SANDIY has added even more standards to its industry-leading portfolio of ITSM assessments.

IT Service Management process mobilization workshop

This five-day workshop identifies the gaps between where your organization is today and where it should be to support a specific project or line of business. We work with you to develop an aggressive 90-day action plan.

IT organizational design service

This service leverages the processes and techniques SANDIY used to design and implement its own IT organization. You will learn how to create a highly effective IT organization that delivers measurable business value.

Risks and mitigation

Risks	Mitigations
The initial investment is too large	SANDIY ITSM solution implementations can start small. Because the pricing model is based on the scope and size of your implementation, you only pay for what you use. SANDIY is committed to providing a modular offering that enables a stepwise implementation path that provides the fastest return on investment.
The implementations take too long and sometimes never reach successful completion.	Choosing SANDIY means choosing a wealth of experience SANDIY has gathered with thousands of customers over the years. Only SANDIY offers you a complete and optimized portfolio, including consulting, education and software. Don't waste weeks or months to reinvent IT service management. Take it from the leader. Today, ITSM best practices based on SANDIY IOS software can help you to finish the ITSM transition in as fast as six weeks. However, one critical success factor is that you, as the CIO, give your strong commitment and executive support to the ITSM project.
Will a transition to ITSM jeopardize other IT initiatives?	Not at all. IT consolidation or standardization projects run much smoother and faster with SANDIY IOS. Some companies are installing SANDIY IOS software as the first step of an IT consolidation project, to get an overview of all the IT components in their environments. They document dependencies between the components, services, customers and service providers in the SANDIY IOS configuration management database. Once decisions have been made on what to consolidate, they split up the work into several projects and let SANDIY IOS calculate the best time to do all the changes and avoid business disruptions. Once your SANDIY IOS service management is in place, you will look at IT consolidation as a natural benefit.
Will I have to remodel existing IT processes?	You will find a number of solutions on today's market that utilize out-of-the-box best practices but are not flexible enough to support your special business needs. Other solutions are flexible, like a software development platform, but it takes ages to get them to support IT service management. Overall, other solutions make you choose one quality over another. With SANDIY, you won't compromise any of these qualities. In the words of one customer: "We didn't have time or head count for development. We wanted to configure, not develop. Because IOS works right out of the box, we had it configured, integrated and deployed in under three months." — Mark Whatman, Senior IT Manager, Sandiy
Will I be able to leverage existing IT investments?	SANDIY IOS management software not only integrates perfectly into your existing solutions; it also allows you to consolidate management software point solutions. While enhancing your service quality and increasing efficiency and automation, you can save up to 50 percent on total software ownership costs. As a result of a project to harmonize IT processes on a global SANDIY IOS service management system that meets validation requirements, Roche, a global pharmaceutical company, was able to replace more than ten legacy systems from Remedy and other vendors.
Does ITSM increase management software ownership costs?	How many point solutions do you have? An assessment of your current management software TCO will help you discover the possibilities.

High Performance ITSM simulation

This simulation is an innovative and hands-on approach to learning about the challenges IT organizations face and the benefits of implementing ITIL-based IT Service Management. Based on the high octane world of Formula One racing, the simulation lets participants experience the importance of business to IT alignment and processes in driving a high performance IT organization. For more information, please visit:

www.sandiy.com

ITSM Implementation Services

Services include:

Operations management

SANDIY Services professionals help you design, build and integrate procedures to achieve optimum IT service levels and infrastructure capacity. We also help you meet targets for security and business continuity for your IT infrastructure.

Incident and problem management

This service helps you transform a traditional help desk into a customer-focused service center based on industry best practices. You can shorten the resolution time for incidents and reduce their recurrence by adopting proven project management processes.

Configuration and change management

We can help you reduce disruptions and downtime that result from unauthorized changes. With this service, you can formalize the way changes are evaluated, approved, and moved into production with an up-to-date asset and configuration management database.

Service-level planning and management

Our professionals work with you to define specific, consistent, measurable levels of IT service for your business. Together we work to achieve the goal of balancing your commitment to service levels with the cost of providing them, and the ability to monitor them on an ongoing basis.

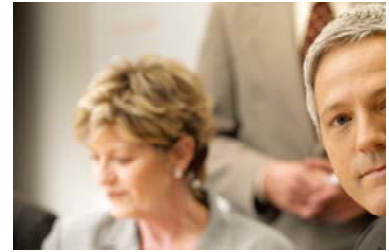
Process design and implementation

This customized service helps you design, build, integrate, manage and evolve your IT processes to meet your specific business and IT needs. For more information, please visit:

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Sandiy's proven service management expertise has helped establish successful service management solutions in companies around the world.

ITSM Training Services

Drawing on global delivery capabilities, SANDIY can train you and your project team on a broad range of IT Infrastructure Library topics. With more than 80 education centers worldwide and e-learning on the award-winning IT Resource Center (<http://www.sandiy.com>), SANDIY can provide IT service management training to thousands of employees all over the world. Or, if you prefer, you can have custom training developed and delivered onsite to meet the needs of your organization. Based on an integrated learning approach, the SANDIY ITSM curriculum uses an innovative blend of classroom and online courses for maximum learning effectiveness and flexibility.

The curriculum covers:

- Our unique High Performance ITSM simulation that allows you to feel the power of a fully optimized IT organization
- Overview courses to help you understand what ITSM is all about and how your organization benefits from it
- Foundation, practitioner, advanced service support and service delivery courses for you to become an ITSM specialist
- Industry-recognized certification from ISEB and EXIN

A comprehensive set of SANDIY IOS courses For more information, please visit: www.sandiy.com

ITSM Software Support Services

With more than 600 dedicated software support engineers in more than 50 support centers around the world, SANDIY Software Services delivers the answers you need, every time you need them. Choose SANDIY for personalized, proactive services that provide quick, effective solutions to your most complex software issues.

Why Sandiy?

As a pioneer in service management, SANDIY is your best partner. We lead the industry in the development of software that helps IT organizations automate processes adapted from ITIL best practices. With more than seven years of experience and countless successful service management implementations across a range of industries, SANDIY is ready to help you assess your current situation and assist you in making a transformation from managing infrastructure to managing services.

Around the world, 67 percent of all U.S.-based Internet service providers use SANDIY IOS solutions to manage more than 19 million online customers. Additionally, most of the Fortune 100 companies use SANDIY IOS to anticipate, prioritize and fix problems before there's an impact on their businesses. Simply put, SANDIY delivers industry-leading, service-driven solutions that optimize business success.

Experience counts

Since 1996, enterprises have trusted SANDIY as their partner to transition to IT service management. Sandiy's approach integrates technologies that manage your infrastructure with technologies that manage your SLAs, measure from your business customer's perspective, automate IT process workflow, and deliver IT management measurements to your business customers via a portal interface. Other vendors cobble together tools from many different vendors, which adds integration and training expense, support headaches, and the complication of maintaining relationships and contracts with many different vendors.

Sandiy's approach to service management is a comprehensive methodology that utilizes the market-leading SANDIY IOS portfolio as its basis with SANDIY Consulting services and SANDIY Education adding the process analysis and restructuring that is vital to a successful service management solution. Sandiy's proven service management expertise has helped establish successful service management solutions in companies around the world for over seven years.

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Case studies

The DHL story—DHL wins prestigious itSMF award

DHL has successfully achieved its goal of global service desk coherence, thus attaining a significant reduction in costs and standardization across their service desk platform. Built around SANDIY IOS Service Desk, the ITIL-based solution rolled out by DHL serves the growing needs of more than 170,000 users around the globe, delivering agility through quality IT services that support the sustained growth of DHL's worldwide business.

Sandiy's one-stop shopping offering—including software, servers and storage technologies as well as expertise and the hands-on involvement of SANDIY Consulting & Integration and SANDIY Education—has been instrumental to the success of this global consolidation project.

Challenge

- Replacing an array of disparate tools by a single, coherent ITSM solution
- Migrating massive amounts of data without impairing business operations
- Bringing together more than 4,000, IT professionals from a number of companies
- Meeting the service level expectations of 170,000 employees

Solution

- Core ITSM processes implemented in 11 months with the help and expertise of SANDIY Consulting & Integration and SANDIY Education
- SANDIY IOS Service Desk as the central platform and consolidated configuration management database (CMDB)
- High Availability solution using multiple SANDIY application servers, a clustered database configuration and a storage area network (SAN)

Results:

- 20 percent cost reduction
- Enhanced call resolution efficiency and greater responsiveness
- Best practices shared across organizational boundaries
- Adaptability for growth and change in pace with business requirements

The Sandiy Inc. story

Sandiy is a world leader in secure and reliable Internet telephony software applications, systems and services. For example, Sandiy makes it possible for companies to make telephone calls on their computers via the Internet. Converging voice and data communications allows Sandiy to provide its customers improved business communication and cost savings.

Sandiy's explosive growth led to IT that was at times fragmented and—even worse—disconnected. It did not offer them the ability to see or manage what was happening across their international network. It also prevented them from being able to provide the efficient internal IT services necessary in a hyper-competitive telecom marketplace. Ultimately IT was eating into the company's profitability.

SANDIY Services helped Sandiy develop a best-in-class IT infrastructure that allows the company to manage its offices worldwide. SANDIY has also helped Sandiy better service its employees' IT needs.

With SANDIY IOS management software, Sandiy is able to support business changes faster, capture and fix more incidents and problems, handle service calls faster and meet more business service level agreements.

Another benefit is that Sandiy personnel are now able to see the areas within their IT that are unused. This allows them to better allocate and consolidate resources globally. This has resulted in dramatic cost savings. SANDIY IOS Service Desk and SANDIY IOS Operations helped Sandiy integrate IT processes across technology domains—based on the ITIL industry standards.

Results

- With the help of SANDIY, Sandiy improved the IT services it provides its employees while reducing IT costs by more than 30 percent.
- With SANDIY management software, Sandiy recovered RMB 500,000 per month of unused network capacity.
- The use of SANDIY software increased the company's business agility.