

Improve IT Service Quality and Management

DELIVER RELIABLE, BUSINESS-ORIENTED IT SERVICES

BUSINESS CHALLENGE

Today, CIOs are challenged not only with running their IT organizations more efficiently, but also with driving innovation and creating value for their IT services.

The IT organization needs to continually improve the quality of its operations in order to serve its customers more efficiently and reliably. It has to drive innovation and create value for IT services by aligning the services with customers' business goals and industry best practices. As companies of all sizes grow increasingly dependent on IT services, there is greater demand for IT organizations to be managed as a business.

Rolta's Business Service Management solution empowers IT organizations to improve customer satisfaction, offer business-oriented services, measure service quality, increase operational efficiency, enhance productivity, and reduce cost and cycle time through automation and integration.

SOLUTION OVERVIEW

CA Business Service Management increases the value of IT at all levels and helps executives deliver reliable and business-oriented services. It is a tool to measure quality from the customer's perspective and increase operational efficiency. Business Service Management automates processes and integrates services with infrastructure components to continuously improve services and reduce costs. It helps executives quickly detect and repair IT incidents and address customers' requests.

Business Service Management connects services and demand management to service portfolio planning. This high-impact solution drives down costs by increasing automation and IT customer satisfaction.

BENEFITS

- *Improves the quality of service*
- *Provides the ability to manage IT resource demand more efficiently*
- *Increases IT asset value*
- *Reduces IT cost*
- *Reduces response time*
- *Proactively addresses and resolves issues.*



CASE STUDY

The client is one of the nation's largest publicly traded health benefits companies. In order to meet SOX compliance, the client required security requests to be auditable. The client also needed a system that could replace its current antiquated homegrown SWAT application for security provisioning. The primary challenge was to move all existing functionality from the homegrown SWAT application into ServiceDesk.

SOLUTION

The client required form modifications and numerous schema changes (e.g., the addition of new database fields). Due to the geographical separation as well as the number of analysts using the system, Rolta implemented a solution that had multiple object managers and web servers as well as a web-director for load balancing. The system allowed for a simplified tracking mechanism for all Incidents, Change Orders, Problems, and Requests. An audit trail is available for all activity including transferring, approvals, updates, and resolutions. Integration with UAM facilitates controlled access to all company "Assets" from the ServiceDesk interface with the simple click of a button. A dashboard provides live graphical representations of Unicenter ServicePlus ServiceDesk metrics, tickets, SLAs, and trends.

SOLUTION DETAILS

IT Service Management (ITSM)—You can strategically manage the entire change lifecycle from incident to resolution stage. This solution reduces the risk of uncontrolled changes and enhances service quality.

Service Level Management (SLM)—SLM is a complete solution that supports a wide range of ITSM requirements—from service lifecycle management to service quality—all at an optimal cost.

Incident and Problem Management—Automate service support and integrate the service desk with all aspects of business, enhancing value and increasing productivity.

ABOUT ROLTA

Rolta is one of CA's most preferred partners. We have expertise, deep industry knowledge, and the ability to creatively design customized solutions for our customers.

Rolta provides end-to-end services including solution architecture, customization, integration and expert implementation of CA solutions.

FOR MORE INFORMATION

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