



A full range of consulting & IT management services that enable you derive optimum ROI on your IT Assets and stimulate growth.

VSERVE24/7 BELIEVES IN DELIVERING EXCELLENT IT SERVICES BY IMPLEMENTING THE ITIL CONCEPTS AND TECHNIQUES.

Our process consulting aids you through process – based approach to address key business and operational challenges. We will help you in defining and implementing ITIL best practices and blend them with your current process. We offer an extra periphery through improved quality, cost advantage and hands-on IT management. Our tailored service consists of Process Assessment, Validation, Implementation, Process management & maintenance and ITIL competence development.

ITIL Consulting Services:

Our process consulting aids you through process – based approach to address key business and operational challenges. We will help you in defining and implementing ITIL best practices and blend them with your current process.

Process Automation

Our solutions assist you in identifying the right automation tools, customization, development and deployment. We offer complete range of process management and examine each category, activities, roles and responsibilities by implementing ITIL and ISO 2000 standards. vServe24/7 presents tailored skeleton on which your organization can build and publish your own process models.



ADVANTAGES FROM ITIL VSERVE24/7 SERVICES

- ✓ *Reduced system & network downtime*
- ✓ *Improve scalability, availability and capacity planning*
- ✓ *Improved business profitability and productivity*
- ✓ *Expertise familiarity in ITIL / ISO 2000 consultancy project*
- ✓ *Large pool of certified ITIL consultants*
- ✓ *Reduced TCO*
- ✓ *Enhanced performance, service availability and leading to increased business revenue*
- ✓ *Enhanced service levels and quality service*
- ✓ *ITSMO (IT Service Management Office) concept*

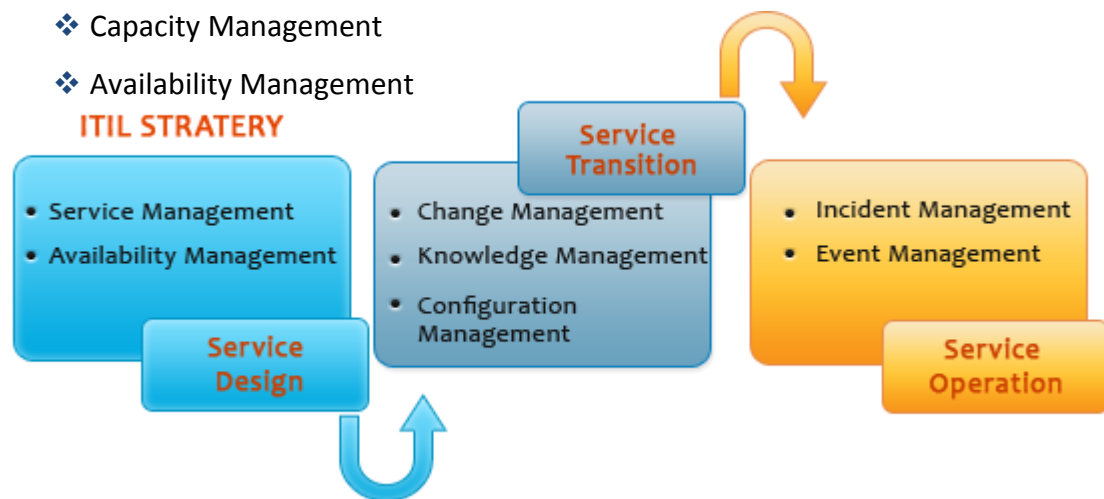
Asset Management and Service Desk

Our Management Solutions present our client a complete analysis of their current managed set of IT Infrastructure. We assist in prioritizing the improvement areas and the cost information. Our ITIL Process Consultancy offers a controlled and realistic approach that implements, defines and manages IT services. This assessment assists our client's business with a plan, timeframe, staff education and training, and identifies ROI on their investments.

Service Desk

Our ITIL Consulting Service Desk includes:

- ❖ Incident Management
- ❖ Financial Management
- ❖ Change Management
- ❖ Configuration Management
- ❖ Capacity Management
- ❖ Availability Management



Benefits of Service Desk

- ❖ Advanced Infrastructure quality – better managed and controlled infrastructure
- ❖ Reduced downtime and lower business impact
- ❖ Better user accessibility



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- ❖ Quicker diagnostics
- ❖ Improved It delivery and support
- ❖ Alignment of IT services
- ❖ Higher service quality – IT
- ❖ Avoid potential misunderstandings and agree upon SLM
- ❖ IT Service availability – designed and recoverable within the organization's security policy
- ❖ Increase in productivity
- ❖ Better planning through confident forecasting
- ❖ Improved utilization of resources
- ❖ Awareness of costs
- ❖ Cost control of IT services
- ❖ Ability to recover from disaster

Configuration Management Database (CMDB)

Our ITIL Consulting service takes your business through a framework approach in designing and implementing CMDB. This is done by addressing the change management and working with the challenges to develop effective strategies. To make certain reliability and speed, we help in designing the process, policy and compliance. The engagements involved in CMDB facilitate your business in resolving composite decisions and a proposed structure that is aligned with your business priorities.

Benefits of CMDB

- ❖ Effective and efficient IT Infrastructure Management
- ❖ Better asset tracking and control
- ❖ Controlling and providing accurate information to Configuration Items
- ❖ Perform efficient impact analysis and schedule changes
- ❖ Control IT components and costs
- ❖ Centralized source of accurate information
- ❖ Quicker and improved Root cause analysis, impact and risk analysis due configuration Management data