

Transforming Business with IT Management



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Organizations rely on IT to enable their business to grow and their employees to achieve their company vision and goals.

When IT is optimized and aligned with the business it can drive increased productivity and efficiency, improve business processes, lower costs, and increase sales and business growth. Without good IT service management, IT is not reliable, projects go over budget and fail to achieve expected business benefits and the ongoing IT support costs spiral out of control.

ITSM is a framework used to align IT Services with business needs. From a business perspective, the adoption of ITSM, in-house or through external service providers, leads to many benefits, including:

- **Improved management of IT costs.** The majority of IT budgets (often 60-80%) are often spent on support and maintenance of existing system. Better processes can shift budget

dollars to productivity and innovation helping to grow the business.

- **Increased employee productivity, efficiency and effectiveness.**

When systems & applications are reliable and with improved availability; employees are able to get their work done more effectively and serve customers more efficiently.

- **Ability to keep pace with business change.** When IT services align with business priorities and objectives, the business achieves more in terms of its strategic objectives and are mutually accountable to IT investments.

- **Improved Customer Service.** In our 24x7 on-demand environment your business is never closed. Whether its applications supporting the Customer Service department or on-line ordering on the company website, customers expect fast efficient service and when they don't have a favorable

experience, other options are often a mouse click away.

Moving to an ITSM framework is not easy. It requires business involvement to create that strategic alignment and is a cultural shift within the IT department that often fails to take-hold the first time. While many challenges exist, beginning with a few incremental steps will help to enable long term success.

Begin with infrastructure processes such as backups, network/systems monitoring and event management to help mitigate outages. Next, create policies and procedures for end user acceptable use of technology (especially important with the growing mobility platforms), and a formalized services portfolio with targeted SLA's aligned to business requirements. Finally, budget for "services" instead of "technology," this approach helps by speaking the language the business understands.



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How PCM Services can help your Business.

PCM is well positioned to deliver ITSM based Managed Support Services. In a 2013 survey by MSP mentor, PCM was placed in the “top 3” nationally and “top-10” worldwide for delivering IT Managed Services. This recognition is appreciated and demonstrates PCM’s commitment to its customers to provide quality solutions and services that meet the demands of the business.

PCM adheres to ITIL v3 Best Practices, following proven processes that run

and maintain technology with defined Service Level Agreements (SLAs). PCM Managed Support service offerings include a *Unified Management Platform* for the monitoring, management of systems and service delivery plus a *Unified Service Portal* for clients to log incidents & requests, check the status of existing tickets, run reports and view monitoring and performance data for their managed systems. In addition, PCM data centers undergo extensive audits every year to ensure operational excellence; these include SSAE 16

SOC2 and PCI Data Security Standards (DSS) certifications.

The speed of technology change is faster than ever and requires great skill and expertise to maintain IT investments throughout its lifecycle. Trusted by customers for more than two decades, PCM Managed IT Support Services provide you the highest level of expertise and professional oversight of your IT operations. To learn more go to www.pcm.com, click on Services. ■

