

IT Service Management Consulting

EMC Infrastructure Consulting Services: transforming IT into a business service provider

Challenges

Transform IT into a strategic asset

- Business executives believe the most important effect of IT is using information as a competitive weapon

(Source: Gartner/Forbes Executive Survey)

Create a service-oriented infrastructure

- Seventy percent of enterprises achieve “tangible and measurable” benefits from ITIL processes

(Source: ServiceTalk, The Journal of the itSMF)

Organizational optimization

- By 2015, the talent pool of qualified senior-level technical and management data center professionals will shrink by 45 percent

(Source: Data Center Institute)

Management efficiency

- Sixty percent improvement in management efficiency is needed every year for storage managers to keep up with storage growth

(Source: IDC)

Today, business executives are increasingly asking IT to provide strategic value, embrace “green” initiatives, and leverage new technologies such as virtualization, collaboration, and automation. However, IT organizations struggle to achieve these strategic goals due to the day-to-day demands of operating legacy applications, managing budgetary concerns, and the limitations of their current infrastructure. IT Service Management Consulting from EMC can help alleviate these challenges by using a disciplined and strategic approach to transform IT into a strategic asset that delivers real value and competitive advantage.

Business Challenges

With information growing far faster than IT budgets, IT executives continue to focus on driving operational and management efficiencies. Many IT organizations have pockets of institutional knowledge tied to particular applications or business processes that are not easily repeatable. In addition, critical business information generated by the IT organization is not always shared by the entire enterprise, support for compliance and security mandates is often unreliable, and costs tend to be allocated on a project basis or as a percentage of IT budget. The result is that IT is frequently viewed as a tactical technology supplier to the lines of business rather than a strategic partner.

Service Description

EMC® IT Service Management Consulting enables you to derive more value from your IT infrastructure through an approach that is mapped to your business requirements and results in the creation of a portfolio of standard service offerings. This proven approach addresses people, process, and technology while utilizing a methodology combining the ITIL (IT Infrastructure Library) framework and best practices derived from hundreds of customer engagements.

The EMC IT Service Management Consulting portfolio is focused on three critical areas of concern: Service-Oriented Infrastructure, Data Center Optimization, and Information Management.

Focusing on these critical concerns will allow you to align IT with your business objectives by:

- Ensuring that information infrastructure is consolidated, virtualized, flexible, protected, and highly available
- Enabling strategic decision-making with role-based access to enterprise information and policy-based automated management
- Transforming data center operations into a service-driven organization with efficient processes, procedures, and well-trained staff
- Translating business requirements into a service portfolio to drive a flexible reference architecture based on service delivery requirements
- Taking you through the entire transformational process—from development through operational implementation

Nationwide Grocery Retailer

This client had a mandate to upgrade their data center facilities and infrastructure, reduce overall IT costs, and improve operating efficiencies.

EMC Consulting helped them achieve actual cost avoidance and savings of \$9 M for the first year, including \$2.5 M of hard savings by implementing a comprehensive data center strategy, aligning applications to the proper storage tier, and utilizing custom tools for skills management.

Large Financial Services Firm

This client was spending an average of \$8 - \$12 M per year for storage and had data growth of 135 percent over a one-year timeframe.

EMC Consulting helped them realize \$8.4 M of savings in only six months by improving storage utilization, implementing automated tools for allocation and management, augmenting staff with appropriate skill sets, and eliminating excessive storage allocations for databases.

An EMC IT Service Management Consulting engagement can begin at any point that is best suited to your unique requirements. Engagements often begin with an Enterprise Assessment and Strategy effort that defines the scope and desired outcomes of your unique requirements and objectives. Our consultants assess the skills, processes, infrastructure, costs, and technology of your IT organization to develop strategic recommendations for Service-Oriented Infrastructure, Data Center Optimization, and Information Management. The result is a deep understanding of your IT service requirements by line of business and a strategic business plan to realize tangible benefits throughout the IT service management lifecycle.

Why EMC

With years of experience in using an information-centric approach to deliver successful IT service management engagements, EMC understands how to transform IT into a true service provider. This information-centric approach aligns IT service requirements with business objectives by leveraging knowledge from an extensive portfolio of ITIL-based frameworks, best practices, and tools. The result is a customized step-by-step program that meets your specific requirements and delivers tangible benefits at each stage of the process.

EMC IT Service Management Portfolio Focus	Key Components/Deliverables	Benefits
Service-Oriented Infrastructure	<ul style="list-style-type: none">• Application and infrastructure mapping• Service catalog and application alignment• Storage reclamation	<ul style="list-style-type: none">• Facilitates the understanding of application and infrastructure relationships, resulting in effective storage tiering and application migration decisions• Optimizes service levels based on business requirements• Reduces costs by managing capacity and reclaiming currently unused storage
Data Center Optimization	<ul style="list-style-type: none">• Operations process design• Operations procedure run book• Organizational design/development plan• Management automation, dashboards, and reports• Financial management/chargeback	<ul style="list-style-type: none">• Creates efficient, repeatable, and cost-effective processes and procedures for support and data center management, resulting in faster service request fulfillment, simplified data center management, and improved personnel efficiency• Leverages best practices to optimize organizational productivity• Increases data center management efficiency, measurement, and reporting capabilities, allowing the consistent measurement of service-level delivery• Provides visibility of usage and cost of IT infrastructure services to business and IT management
Information Management	<ul style="list-style-type: none">• Data classification• Data policy and mobility	<ul style="list-style-type: none">• Eases the burden of compliance and security by defining service requirements for data subject to internal and external mandates• Lowers the cost of managing information and improves compliance by automating data policy and build processes, monitoring changing data requirements, and evaluating IT service-level performance



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Take the Next Step

Find out how enterprises around the world are leveraging the experience and best practices of our IT Service Management Services, part of the EMC Infrastructure Consulting Services portfolio. For more information, visit www.EMC.com or contact your local EMC representative.