

Business Service Management

How does Quintica do it?

A successful consultancy delivering IT Service Management improvement projects using the IT Infrastructure Library, Quintica has selected the best technology tools available to underpin processes in Service Support, Service Assurance and Service Automation.

Mark Ackerman – Manager, BSM

Quintica Middle East





The full BSM Cycle

SNAPSHOT

Quintica in the UAE, have now engaged with a number of blue chip clients across all sectors and disciplines such as airline services to banking.

The growth in the UAE is firmly focused on the Abu Dhabi service support and the service desk environment is one that shows no signs of slowing down.

Business Services software and process are now growing in the GCC at rate of 31% per year in 2009 . This is because clients finally realize they have to improve their responsibilities to the customers (both internal and external).

Clients such as:

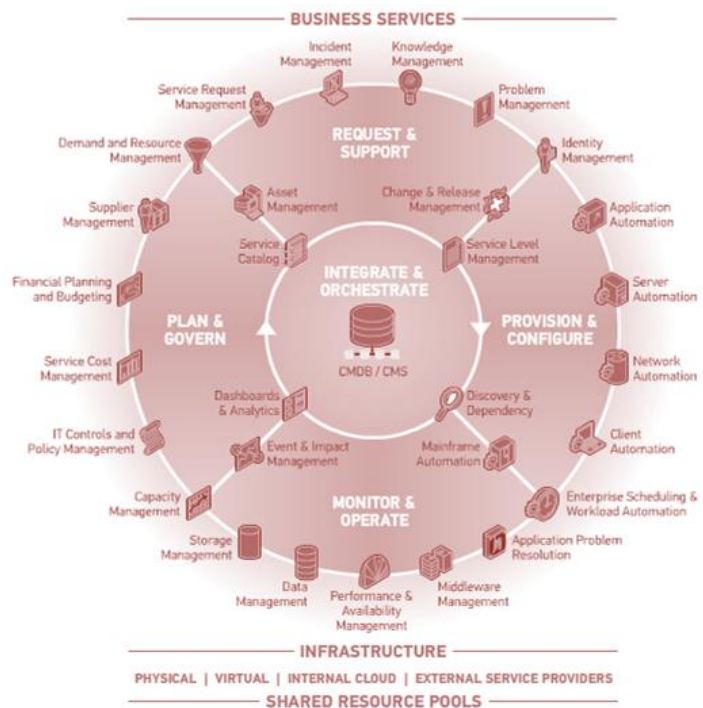
- Emirates NBD
- ENOC
- Nakheel
- Afghan Wireless

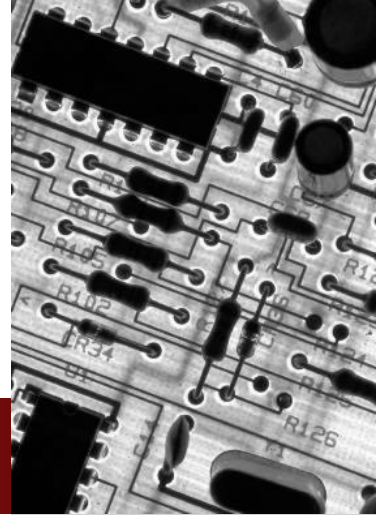
Business Service Management Blueprint

The key to your strategic decision about a platform on which to base your business service management should be the focus and completeness of solution.

Quintica is totally focused on IT Service Management, and so is BMC Software and its partner community that includes Entuity.

This partnership creates a truly integrated platform for IT Service Management – anchored with the industry leading Atrium Configuration Management Database and BMC Event Management solution.





BSM Service Support & Assurance

BMC Service Desk

BMC Remedy IT Service Management Suite is the No. 1 choice for ITIL-aligned service management processes. It introduces structure and makes customer support, change, asset and request management an auditable integrated process.

Quintica has an approach of leading any engagement with a comprehensive assessment of business and IT alignment, of process and skills maturity and of policies and process definition. This approach ensures project success, helping the enterprise grasp the business process change. Our team of consultants from Canada, the United Kingdom, South Africa and Europe are all experienced and familiar with the technical environment.

Performance Monitoring & Management

Shift from reactive to proactive IT management - Optimize application performance by learning and baselining application behaviour; predicting problems before they occur; pinpointing root cause; and initiating standardized prioritisation and resolution.

The product suite includes monitoring and management solutions for server, operating system, applications, databases and networks.

Network Monitoring

Our network monitoring system automatically and continuously discovers network assets, including their dependencies and physical connectivity. This proactively monitors the network performance by combining network device and fault performance management into a single solution.

How do we manage to align these very different disciplines and cultures?

- Establish processes based on Service Management Methodologies
- Observe good practices (ITIL®, ISO\IEC 20000, COBIT)
- Map the overall environment
- Implement a comprehensive Service Catalogue.





Service Automation

Data Center Automation

Improve efficiency and business relevance, eliminate manual and isolated tasks by adopting a comprehensive approach for automating data center management activities and processes . Automate the processes most relevant to your business by focusing on the following five areas:

- **Configuration Automation** — Triple IT productivity, reduce costs, and rapidly respond to business needs by automating the configuration of infrastructure and application components
- **Compliance Automation** — Increase compliance and dramatically reduce the effort and time needed for audits by enforcing controls and policies across geographic boundaries and complex IT environments
- **Event Automation** — Reduce downtime and increase customer satisfaction by consolidating and automatically remediating events from monitoring and management tools
- **Job Scheduling & Workload Automation** — Gain control of IT workloads with an enterprise-wide solution that unifies job scheduling and batch processing and proactively determines the impact of workload processes on business services
- **Mainframe Automation** — Reduce mainframe computing costs while improving service by automating detection and remediation of potential problems across systems, subsystems, transactions, databases, and applications.

**For more information,
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