



Core IT Modernization

Intelligent IT Service Management IT teams today spend a majority of their time ensuring that IT systems run without glitches — business as usual. This often leads to bottlenecks and squeezes time for innovation, making internal customers lose faith in the services provided by IT departments. In fact, IT teams continue to struggle with ever-increasing costs and complexity of operations, while being unable to introduce a satisfactory level of ITIL-driven streamlining, automation, and orchestration.

While many organizations have made significant investments in ITSM tools, they often find the tools even more expensive to upgrade with specialized resources needed to make the most of them. This also means that they need to deal with endless tool sprawl and are unable to pinpoint root causes since monitoring tends to be siloed and its nearly impossible to connect the dots for a complete picture. Even organizations that have kickstarted automation with artificial intelligence and machine learning realize that they have fallen short of optimization. To compound the problem, many enterprises feel that their contract with their existing service providers does not allow for operational transformation. Their providers have stopped short of exploiting opportunities to consolidate, automate, orchestrate, and streamline processes and instead settled for status quo — if it ain't broke, don't fix it.

## Persistent's Intelligent IT Service Management

Persistent's Intelligent IT Service Management helps you **improve the experience for both end-users** and **IT service teams** with faster response and resolution times, end-to-end ticket ownership, proactive and pre-emptive problem resolution, and continuous service improvement using automation and orchestration.

We provide **out of the box integration of the ITSM platform** with infrastructure, application performance monitoring and collaboration tools, and active directory integration to converge into the single source of truth — a configuration management database (CMDB). Persistent provides multi-skilled around the clock support using our intelligent service management framework that can **reduce OPEX by 50%** and help you **go-live in just four to eight weeks** for simple to medium complexity deployments.

Persistent's Intelligent IT Service Management is centered on **delivery excellence** and the art of the possible. We don't just help you maintain business as usual — we help you transform.

# How it Works

#### **Process Flow**

Discovery (Advisory Phase)

- \ Understanding the scope of work
- Understanding the current ITMS processes
- Information gathering for any new ITSM processes
- Information gathering on existing ITSM tool
- and integrations

  Understanding the KPIs
- and SLAs for each tower \ Assess the existing IT policies
- and process documents \ Gather detailed inventory
- and existing tools

## 2 Process Definitions

- Define delivery model and support structure
   Define ITSM standard operating
- procedures, workflow and IT policies
- Create templates for communications
- Define operations escalating matrix
- \ Define KPIs and SLAs
- Identity and access to support teams
- \ Define projection plan
- Customer sign-off for implementation plan

### **3** Build Phase

- \ Tool(s) licensing
- Build and deploy required environments like sandbox, production, development, etc.
- Implement and configure define ITSM modules (incident, request fulfilment, change, problem,
- etc.) in required environments
- Data discovery and migration
   Configuring KPIs, SLA metrics
- Perform system testing and user acceptance testing
- Customer sign-off on build phase

#### Automation

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- \ Build required integrations with 3rd party tools
- \ Testing integrations
- \ Automation scripts for top cell drivers
- Deploy automated custom / scheduled report as per SLA or KPIs
- \ Runbook automation

#### 5 Governance

- \ Transition (Build) phase
  - Periodic project plan updates

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- Track and update RAID logs
- Internal daily cadence
- Periodic cadence with stakeholders
- \ Run phase
  - Daily / weekly operation review
  - Quarterly business review
  - Customer CSAT

#### Transform your IT service management with automation and orchestration today.

#### **Request a Consultation**

#### About Persistent

With over 13,500 employees around the world, Persistent Systems (BSE & NSE: PERSISTENT) is a global services and solutions company delivering Digital Engineering and Enterprise Modernization. Our next-level capabilities and solutions that support continuous innovation help enterprises boost efficiency, resiliency, and agility with a solid core IT modernization strategy.

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