



# Enterprise Service Management

**IT Service Management (ITSM) has brought significant benefits to the IT department. Many organisations have already seen the value of using Service Management principles such as ITSM and ITIL to drive operational excellence programmes. With Engage ESM, extending these benefits into the wider organisation is now a realistic prospect – shifting the emphasis from pure IT Service Management to a broader IT and Enterprise Service Management approach.**

Using advanced ITSM tools and best practice, Enterprise Service Management can deliver the value for money and enhanced customer experience that service users now expect. Recent years have proven how an ITSM service-oriented approach can improve the ways in which the IT department supports the organisation. With Enterprise Service Management, organisations can now expand this added efficiency into other areas of operation, such as HR and Finance.

## What you can expect from Engage ESM

- ✓ An easy way to identify and strip out redundant business resources, complexity and the associated costs
- ✓ More value from your investments in IT consolidation platforms and processes
- ✓ Increased alignment between IT and the organisation and improved perception of IT as a business enabler
- ✓ The ability to staunch the flow of money out of your organisation due to legacy systems support
- ✓ Fewer daily challenges for users from multiple, disparate or incompatible resources

## What our clients say



**We identified a need to streamline these processes to ensure the business could move forward at the pace our plans required.**



**Martin King, Services Manager for Global Services  
EMI Music Publishing**

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IN PEOPLE** | Gold





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## Key Features

**Engage ESM has strong relationships with the leading vendors in the market. As a certified partner, our clients can be sure that we operate to the highest standards as set by our technology partners.**

All of our consultants are fully trained on the technology platforms we offer so you know you are getting advice that matches your aspirations for IT and Enterprise Service Management. We also offer an end-to-end service so you can select the features that will help you achieve your goals.

### Organisation-IT Alignment

- ✔ Project and Portfolio Management Solutions (Demand Management)
- ✔ Actionable Service Catalogues
- ✔ SLAs / OLAs / Service Metrics / Analytics
- ✔ Service Accounting / Charge-back

### State of the art ITSM

- ✔ Process and Organisation Definition
- ✔ Incident / Problem / Change
- ✔ Service Modelling
- ✔ Configuration Management
- ✔ End-to-end Lifecycle Asset Management including SAM

### Application, Infrastructure & Operations Management

- ✔ Service / Application Performance Management
- ✔ Virtualisation Management
- ✔ Dependency Mapping
- ✔ Network design and architecture
- ✔ Integration
- ✔ Network, Security and Voice Management
- ✔ Systems / Situation / Event Management
- ✔ Process Automation (Datacentre)
- ✔ Workload Automation

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