

ENTERPRISE AND IT SERVICE MANAGEMENT

DELIVERING IT SERVICE VALUE TO OPTIMIZE BUSINESS PERFORMANCE

Today, technology no longer supports the business, it powers the business. And in times when budgets are perpetually being squeezed, an organization's technology strategy is more critical than ever before. IT organizations are being charged with developing and delivering a strategy to connect and automate the people, process and technology of their enterprise in order to deliver business value.

AGILITY IS KEY

With ongoing budget challenges, agencies are being asked to reduce IT spending, while being responsive and agile. The move to a hybrid IT environment, which spans traditional IT infrastructure and cloud services, is creating many challenges for IT. New skills and tools are needed, along with a structured approach for managing services and suppliers. Agility and operational excellence may be difficult for most IT departments to achieve, but they are necessary for long-term business growth. IT organizations must become strategic solution providers, committed to enabling key business initiatives with reliable, cost-efficient services.

DRIVE EFFICIENCY AND INNOVATION SIMULTANEOUSLY

We help our customers proactively assess and integrate digital technologies to deliver business innovation, as well as digitize and automate enterprise processes to improve business performance. Customers benefit from our proven processes and tools that help create innovative and intuitive digital experiences, enabling a radical operational transformation and organizational effectiveness.

IT executives who have cultivated a broader business-IT perspective realize that achieving IT agility and operational excellence requires not only cutting costs but also transforming IT so it focuses on service rather than technology

management, on customers instead of users, and on integrating people, process, and technology. At the same time, IT departments must reassess their core competencies, changing them to enable the delivery of new services. The process may require rethinking and restructuring services and underlying support to position their organization for the future.

A successful IT service management (ITSM) transformation can contribute to sustained business success, giving organizations the ability to manage growth within budget constraints and deliver increased capabilities and customer satisfaction.

ITSM TRANSFORMATION SERVICES

Organizations are challenged with designing, implementing and operating a standard framework for managing ITSM and integration with service management tool sets to obtain optimum internal IT workflows.

Peraton's ITSM transformation services help customers establish an internal service management office and ITSM capability to standardize, govern, manage and maintain ITSM capability within their IT department.

Service management advisory services

Service management advisory services provide discovery, assessment and planning to deliver a reliable road map to accelerate the journey to a standard IT operating model.

Service integration consulting and transformation services

Service integration consulting and transformation services provide senior consultants and ITSM experts that act as advisors and guides to the desired end-state and maturity level to gain operational efficiencies.

Value of service management transformation

- Integration and alignment
- Value realization
- Standardization and automation
- Compliance and controls
- Governance

Service management automation services

Service management automation services provide senior consultants and ITSM experts to provide the right automation platform to support key ITSM work flows that result in reduced costs and operational excellence.

Service management operations and support services

Service management operations and support services provide governance and staff to run service management operations, and provide services for service improvement and service provider management and support.

WHY PERATON

Peraton brings together an unmatched portfolio and professional services experts to guide you through your service management journey. Peraton offers a full range of innovative professional services, practical customer experience, deep knowledge of enabling technology, plus security, data center and big data capabilities.

- **Experts:** we have the experience to guide our customers on how to optimize their service management by focusing on delivering business value through certified resources focused on public sector customers
- **Assets:** our approach is based on industry standards, while leveraging Peraton's depth and breadth in standards-based service management solutions and intellectual property. We leverage our extensive expertise with multiple service management tools to provide end-to-end innovative solutions that integrate business processes, applications, infrastructure and operations

- **Knowledge:** we take a comprehensive approach to design, deliver and support a complete set of solutions for strategic, global transformational initiatives across multiple IT domains and competencies. This includes IT strategy, governance, applications and IT operations. Our combination of methodology and process helps customers meet their requirements faster.
- **Flexibility:** our approach is not just "rip and replace." We provide support and integrate in multi-vendor, multi-platform, multi-source, heterogeneous environments to provide a fully customized service offering

Our comprehensive portfolio of ITSM services can help tune an organization's service management practices. Peraton professionals assess capabilities and risks, define a focused approach to service improvement, provide implementation assistance, and help track progress towards meeting the transformation and operational goals.

Implementing service management best practices puts you on the road toward enhanced service design and delivery, lower operational costs and higher customer satisfaction.

Peraton can help accelerate the journey, by sharing our knowledge and best practices, and having our experienced and trusted experts provide prescriptive guidance to lower risk and future-enable your organization's capabilities.

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