



Product Brochure

GPS for IT Service Management

Twice the value in less than half the time & cost of traditional process engagements

Firstly, ask yourself these questions...

CEO & IT Director

- Do your managers understand how to communicate with the business in their terms?
- Do your teams live in technical silos with no common language?
- Do you know what it costs your organisation to manage delivery of core IT services?

Process Owners

- Do you have to fund IT process improvements under the radar because they are not understood by management?
- Do you struggle to map IT process improvements back to CIO goals?
- Does a process score out of 5 mean anything to you?

DID YOU KNOW

- Over **35%** of the Business and **40%** of IT staff report no ability to assess the value proposition of the IT services being provided
- On average, IT staff report their morale as **neutral** (neither good nor bad), where as the Business and IT Management, on average, report staff morale as **good**

Combine these two things and you can see why – you are pushed to do more for less and your staff does not fully adopt change. (*Source – Assessment Portal trends paper Sept 09)



WHAT IF

- You could prove the benefit and \$ value you were saving?
- You could ensure all teams are striving to one set of goals as part of a clear vision?
- You had a journey plan for delivering right-sized ITSM services?

We can deliver this, and we call it GPS for ITSM Journey Plan.

We will deliver twice the value in less than half the time & cost of traditional process engagements.

IN LESS THAN 10 DAYS WE WILL DELIVER:

- A strategy for ITSM that maps to your particular market, organisation and goals and feeds into your overall IT strategy
- A structured Journey Plan for the required improvements to the current state of your ITSM framework, separated into 90-day cycles
- Backed-up by the ability to very quickly and easily track your progress at each quarterly milestone
- All delivered back to the business as FACT, using proven statistical modeling

CONTACT

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What We Do

Planwell is the leading specialist in IT Service Management solutions in Asia Pacific.

We work with customers to identify the best solutions for their business needs, and assist with implementation, deployment and ongoing management of these solutions.

The Planwell Portfolio of Solutions (below) depicts our 5 step approach to IT Service Management. In each area of the ITIL Framework, we have a multitude of commoditised services and products to deliver the desired solution.



STRATEGY

Defining the organisations ITSM profile

We work with organisations to define their ITSM strategy and risk profiles for service improvement

DESIGN

Design the appropriate programme of work

We ensure design considers people, process & technology to achieve the strategic business outcome

TRANSITION

Taking process and technology into production

We apply our proven methodology to build, test and control the launch into operation

OPERATION

Efficient and consistent operation to meet BAU

We work with you to provide a variety of supporting services ensuring your solution is cost effective

IMPROVEMENT

Continuous alignment to business needs

We help you to drive improvement by proving the value achieved and benefits realised together with aligning to ever changing needs

Who We Are

Established in 1991, we have been implementing ITSM solutions since our inception.

We maintain and work with over 200 customers through our 8 offices across 3 countries within the Asia Pacific region.

PROVEN TRACK RECORD

140 successful implementations for ANZ companies in past 5 years

APPROACH

Our methodology has been selected for partnership by most leading solution vendors

DEPTH OF EXPERTISE

120 certified, ITSM solution consultants – more than any other provider in Asia-Pacific

SOLUTIONS FOR EVERY IT SERVICE MANAGEMENT ISSUE

By combining managed services, cultural change, process optimisation and technology

INNOVATION

Industry recognition for award winning solutions and automated ITSM assessments

CUSTOMER SATISFACTION

98% of our customers tell us that we exceed expectations

ACCREDITATIONS

- Australian Government Endorsed Supplier
- ISO9001:2000 Quality Certified Company (Sydney)
- Government approved panel supplier for NSW & Victoria
- Accredited ITIL Training & Examination Capability