



## Facing Critical IT Strategic and Operational Challenges? ASI Delivers Real World Results...

There's no bigger challenge than balancing your customers' high service expectations with growing IT infrastructure pressures – all on tighter budgets. Gain more control over service quality, costs and operational efficiency with ITSM experts who have solved thousands of IT challenges at firms just like yours.

Drive measurable improvements you'll take to your executive team with ASI's extensive range of IT Consulting services and technology solutions including:

- ▶ IT Service Management Solutions
- ▶ Service Desk/Call Center Solutions
- ▶ IT Predictive Performance Management
- ▶ ITIL Education
- ▶ IT Infrastructure Management
- ▶ IT Service Catalog/Portfolio Management
- ▶ Business Service Management
- ▶ ITSM Best Practice Workshops

## How can I get better performance from my process – and from each individual? ASI Consulting Group

Today's successful IT teams are integrating directly into their company's core business, generating measurable revenue at every operational level. This is a strategic step up from IT's past role of simply maintaining system stability and/or operating more efficiently.

**How will your team make the leap to this next level?** By leveraging the successes of others. Get hands-on help from world-class consultants with winning track records at Big 5 firms: ASI's consultative services, programs and workshops have solved thousands of IT issues for clients. We can help you reduce or eliminate your biggest operational headaches:

- ▶ **ITSM Discovery and Roadmap:** Ready to improve your IT Service Management processes and make it actionable? We can help you determine your status in the development lifecycle; your capability to improve; and help you develop an achievable roadmap for improvement. Whether you're just beginning or well into improvements, we tailor our focus to your needs.
- ▶ **ITIL Education and Certification Courses:** ASI Consulting Group provides ITIL Courses for Foundation, Intermediate and Expert Level Certifications. These courses can be delivered in multiple ways to meet your organization's preferred training format, including instructor-led distance learning, with flexible session scheduling or onsite classroom formats.
- ▶ **ITSM Best Practice Workshops:** ASI Consulting Group's workshops on IT Service Management best practices not only drive big gains in efficiency and productivity, but also provide knowledge on how the IT organization can generate business value - rather than just serving as a cost center.
- ▶ **IT/Software Asset Audit Services:** Know what hardware and software assets are in your environment – and optimal ways to allocate them. Our team will identify and audit your asset inventory and review your purchasing history to provide you with recommendations on how to maximize the value of both hardware and software assets.



## How can I gain more control upfront - so I deal with fewer costly incidents? IT Service Management Solutions (ITSM)

ASI guarantees you the in-depth analysis; methodology; integration and training expertise required to generate practical ITSM solutions that work with your operation – not against it:

- ▶ **More Efficient Incident/Problem/Change Management:** Prevent many incidents and resolve those that occur faster. Manage, track and optimize changes to ensure IT services remain aligned with core business needs.
- ▶ **Get Control with a CMDB:** real-time reporting and automated processes help you foresee impact of changes, view relationships between assets and provide a single repository for all your IT assets.

If you're ready to boost your strategic and operational IT success, ASI is ready to help you do it.

## How do I manage bigger demands on a smaller infrastructure budget?

### IT Infrastructure Management

IT infrastructure Management has evolved from physical environments to virtual environments, becoming an increasingly critical and complex area of focus for every organization. Without proper management of your hardware and software assets across both physical and virtual worlds, serious problems such as server sprawl can quickly overwhelm any IT Department, causing significant loss of resources.

**Automate the full lifecycle of your infrastructure for easier, more efficient** management. ASI offers in-depth support and top technology solutions to drive business, process and IT alignment:

- ▶ **IT Asset Management:** Achieve 100% visibility of all IP-addressable hardware within your organization and build an inventory with detail down to the component level. Know if your machines are ready for the upgrade to the new operating system, and accurately plan and budget for the necessary IT asset resources you will need to achieve the migration.
- ▶ **Software Asset Management:** Cut software costs and avoid non-compliance by radically simplifying the task of managing your software license information. Achieve tighter controls and better management over a sprawling software estate. You can do it all with less time and headaches.
- ▶ **PC Lifecycle Management:** Gain higher efficiencies with solutions that help manage and automate every need and stage of the PC lifecycle – from OS installation to daily maintenance operations and support to asset retirement.
- ▶ **Virtual Data Center Management:** Simplify the complex tasks of managing virtual environments, from automating virtual server provisioning to controlling virtual sprawl to improving your visibility across IT and functional silos. Empower your team to respond more proactively, vs reactively, diagnose problems faster and ensure better overall system stability.



## How can I convey services and expectations to customers more clearly?

### IT Service Catalog and Service Portfolio Management

**IT without a service catalog is like a restaurant without a menu.** How can your team set reasonable expectations with your customers or help them understand your services without a clear presentation of what you offer?

- ▶ **Single Pane of Glass:** ASI helps you develop a seamless packaging and virtual presentation of your services to the rest of the organization. Customers can easily see what's available and what they get, which increases their understanding and satisfaction.
- ▶ **Better SLA results:** Fine-tune and automate service delivery and associated service level agreements that boost customer satisfaction, reduce costs and maximize value of 3rd-party providers, software best practices.

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## How can I prevent service outages BEFORE they happen?

### IT Predictive Performance Management:

**Monitor your system health from all perspectives: IT infrastructure, customer and business impact,** to see lower operational costs and up to 100% lift in staff productivity. Quickly identify exceptions; apply resources; enforce priorities; and leverage real-time service data to address issues before they become problems.

#### Business Service Management

Connect the worlds of IT and business by enabling both business process owners and IT operations to work together to ensure smoother IT-enabled business functionality.

- ▶ **Unravel the complexity of managing your IT infrastructure:** gain more intelligent, proactive vs. reactive views into your service and support performance that your network/server monitoring solutions can't provide.
- ▶ **Benefit from the same BSM strategies Fortune 500s use** to slash their own operational costs – all at lower TOC with easier usability for mid/enterprise size firms.

## How can I win the battle between better service and higher overhead?

### Service Desk/Call Center Solutions

**Better IT service management begins with better incident management:** Resolve customer issues faster at lower service desk costs, boosting satisfaction, minimizing impact and allocating your staff more effectively.

- ▶ **Integrated Voice Solutions:** provide callers with highly-efficient self-service capabilities
- ▶ **Internal/External Service Desk:** reduce costs and elevate service levels
- ▶ **Self-Service:** reduce the flood of routine technical issues to your support center



## How Well Do You Know My Industry?

### ASI has deep expertise across specialized verticals like these...and others:

- ▶ Healthcare ▶ Government ▶ Education ▶ Travel ▶ Financial Services ▶ Hospitality

Your Anton team includes senior-level IT consultants, operations, project management, process implementation and organizational design experts, ITIL-Certified to both train and implement. ASI is a national and local member of *itSMF*, *Help Desk Institute*, *International Association of Microsoft Certified Partners*, *The Technology Alliance* and other key organizations.

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