IT MANAGED SERVICE TRANSITION

A SOLUTION OFFERING FOR TIER 1 ALLIANCE PARTNERS

I.T. Alliance builds strategic alliances with large Tier 1 professional services organisations. We then work exclusively with these Alliance Partners, helping them to sell and deliver IT Projects and Services into their customer base.

I.T. Alliance offer an industry-based best practice methodology for transitioning IT services to our Alliance Partners' brands, maintaining service levels while providing customer reassurance during the transition of services.

Outsourcing the management and operation of IT has become an economic necessity for organisations looking to reduce the cost of IT operations, while focusing on core business activities that contribute to the bottom line.

Customers making the transition to our Alliance Partners require an absolute assurance that there will be no service downtime which could negatively impact their business, their productivity or their bottom line.

Proven Methodology for Transition

Our proven Service Transition methodology is encapsulated within a managed service solution that's delivered to the customer under our Alliance Partners' brands. It offers a host of benefits, including:

- Risk reduction and reassurance for our Alliance Partners and their customers

- Maintained IT service levels during transition

- Cost effective transition of service to Alliance Partners brand

- Our proven experience and expertise

- Reduces our Alliance Partners staffing costs

- Flexible approach to customers' needs

- Increased customer satisfaction

- Dedicated Service Transition team

- Our managed services utilise industry standards & best practice (e.g. ITIL®, PMI®)

- Service quality guaranteed

- Platform for our Alliance Partner to win new business with their customers

Service Transition Methodology

Our Service Transition methodology is designed to maintain service levels and Quality of Service (QoS) during an IT Managed Service Transition. We utilise our Project Management (PMI®) and ITIL® specialists to ensure the quality and effectiveness of each stage during an IT Service Transition project.

Planning

The planning stage is vital to ensure the seamless transition of IT services and to mitigate against the risk of any disruption of service to the end customer. We produce a formal project plan and manage all aspects of the service transition plan, with emphasis on neutralising risks and service disruption

Transition

The transition phase incorporates the taking over of the service under our Alliance Partners brand and transferring it to our Service Management Office (SMO). Service Level Agreements (SLA's) are finalised and will be managed and reported under the validation stage.

Validation

The validation stage lasts for an agreed period of time, during which the SLA targets are validated under the operation of the Alliance Partners brand. The validation stage reassures our Alliance Partner that the service they have committed to providing to their customer is in line with the agreed customer requirements.

Delivery

I.T. Alliance can manage all aspects of the transitioned service under our Alliance Partners brand, through our dedicated Service Management Office. Our Service Delivery Model is driven by the key performance criteria and SLA's as directed by the client during the transition phase, and utilises the ITIL® framework of best practices.

Key Benefits

- Risk reduction and reassurance

- Maintained IT service levels during transition

- Cost-effective transition of service

- Reduces Alliance Partners' staffing costs

- Service quality guaranteed

Maximise the Alliance

We offer a mix of flexible, customised solutions that are second to none and we have the experience and the skilled resources to deliver the level of managed services that you demand. Our managed service solutions can increase your reach into your accounts – and your margins. We can develop sales opportunities jointly or independently and all services are delivered in your name.

FURTHER INFORMATION

For more information please contact your sales representative or email info@italliancegroup.com

United Kingdom

T: +44 (0)845 0800575 | F: +44 (0)20 76432201

Ireland

T: +353 (0)1 8690200 | F: +353 (0)1 8690201I.T