



# Pirean

Unlock Your Business Potential

## Pirean and ISO 20000

Tel: 0845 226 0542  
Fax: 0845 226 2742  
Email: [info@pirean.com](mailto:info@pirean.com)  
Web: [www.pirean.com](http://www.pirean.com)

### Compliance and Certification Services for IT Service Management

With customers expecting access to services on demand and customised to their needs, businesses stand or fall on the availability and integrity of IT infrastructure. In response the ISO 20000 IT Service Management Standard has been defined to provide a globally recognised route to best practice in IT Service Management.

Pirean deliver expert consultation services across ISO 20000 to realise compliance or achieve certification to the standard and to align IT services to your specific business strategy.

Working with your experts Pirean can define a route for validation or certification that encapsulates consulting, technology and education services tailored to your exact needs. Our services for ISO 20000 are delivered through five core stages:

- Stakeholder Assessment & Benchmarking
- Gap & Business Impact Analysis
- Solution Design
- Implementation
- Certification

Pirean's services for ISO 20000 prove that your business puts Service Management first, ensuring effective performance and delivery to customers and partners now and in the future.

Pirean's ISO 20000 services can be used to help organisations achieve compliance through ISO/IEC 20000 Part 1:2005, or to prepare for external assessment and certification through Part 2:2005.

### Pirean Services for ISO 20000

Stakeholder  
Assessment  
&  
Benchmarking

Gap &  
Business  
Impact  
Analysis

Solution  
Design

Implementation

Certification



## About Pirean

Pirean is a management consulting, technology services and outsourcing company. We work with our clients to help them address changing business and technology issues.

Pirean deliver recognised expertise in Quality Management, Information Security Management and IT Service Management through services benchmarked to ISO 9001, ISO 27001 and ISO 20000 Standards.

Working in partnership with our clients, providing expertise and experience, we offer a wide range of solutions to enable you to address today's challenges and exceed tomorrow's goals.

For more information about Pirean's services and accelerators for ISO 20000, call 0845 226 0542 or visit [www.pirean.com](http://www.pirean.com)

ISO 20000 certification signifies to customers and partners alike your commitment to delivering internal and external IT services that are reliable and focused on the needs of the end user. Our services enable you not only to meet the specific challenges of ISO 20000 compliance and certification, but also to support legal requirements set out by government legislation and international regulations - and to ensure system availability, performance, integrity and resilience.

### Stakeholder Assessment & Benchmarking

Pirean's services for ISO 20000 are initiated by close consultation with your own experts to understand your business needs and expectations - and the service management controls in place to support them. Pirean's consultants coordinate a comprehensive benchmarking process to deliver a clear view of your current Service Management System, from which we can define the best route to attain either certification or compliance.

### Gap & Business Impact Analysis

Pirean's Gap Analysis services extend the benchmarking process to identify the weaknesses in your Service Management solution. From here Pirean can identify the level of transformation required to achieve ISO 20000 and the impact on your business with and without an effective Service Management strategy. With these results we can define how best to refine your existing processes and reduce costly investment in new technologies.

### Solution Design

Working with our technology experts, Pirean's consultants will design a cohesive strategy for IT Service Management that includes the most effective technologies, processes, controls and practices for your business.

Our solutions are based on market leading IBM technologies and processes, which as an IBM Premier Business Partner we are expert in deploying and accelerating for business performance.

### Implementation

Together the knowledge and strategies in the first three phases of the ISO 20000 programme deliver a route for the implementation of best practices and technical solutions that ensures compliance to the standard and ongoing service improvement. This fourth phase utilises our real world expertise to deploy those strategies to best effect throughout your business.

Pirean are expert in the delivery of Service Management solutions (across technology, software and education services) and can work with you to manage and deploy new services or operations within your organisation - either internally or through scalable outsourced solutions. We can ensure you have the right controls, the right solutions and the right documentation to validate and enforce your IT service strategy.

### Certification

Pirean can guide you through the ISO 20000 certification process. Our consultants are highly experienced in helping businesses through the accreditation process and can work with you to identify a suitable certification body, liaise with them throughout the process, and formalise an action plan to address any issues arising from the audit.

Pirean's services for ISO 20000 are part of our strategy for IT Service Management and Security Excellence and are easily integrated with our ISO 27001 Security Management Services.



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