



# Pirean

Unlock Your Business Potential

## An Introduction to ITSM Services

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### IT Service Management Built on Recognised Best Practice

In today's on demand world IT plays a pivotal role in creating new opportunity and delivering competitive advantage. As your reliance on technology increases, your IT infrastructure becomes ever more crucial to delivering business critical services.

Pirean's expert ITSM services, together with IBM Tivoli software, create a trusted environment for collaboration and IT service delivery.

From availability and performance management to server provisioning and patch management - the right approach to IT Service Management significantly reduces risk, improves business control and provides a stronghold for best practice governance and IT service delivery.

Pirean and IBM deliver integrity to your business process, increase ROI and reduce manual maintenance requirements through:

**Availability, Performance and Capacity Management**  
Built on IBM Tivoli Monitoring, Composite Application Manager, Enterprise Console, Service Level Advisor and the Netcool product suite.

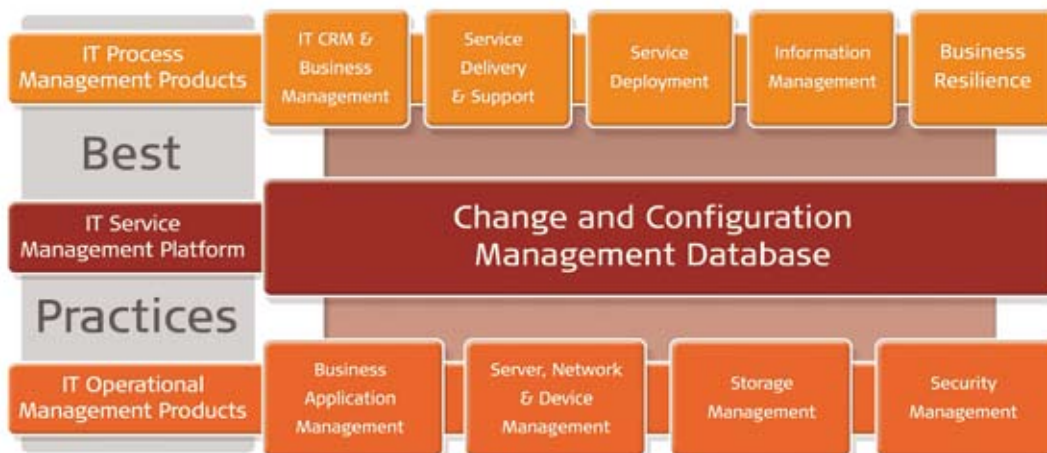
**Configuration Management and Server Provisioning**  
Built on IBM Tivoli Configuration Manager, Provisioning Manager and Intelligent Orchestrator.

**Business Continuity**  
Built on the IBM Tivoli Storage Manager product suite.

**Business Application Management**  
Built on IBM Tivoli Application Dependency Discovery Manager, CCMDB, Business Systems Manager, Monitoring, Composite Application Manager and the Netcool portfolio.

**Security Management**  
Built on the IBM Security Portfolio, including Identity and Access Manager.

We provide an end-to-end portfolio - from project definition, design and development to extended support services.



From design and development, to implementation, support and IT service improvement; Pirean deliver trusted counsel and industry leading solutions to shape your ITSM infrastructure into a valid business enabler.

### About Pirean

An IBM Premier Business Partner, Pirean are acknowledged industry leaders in the delivery of advanced enterprise solutions.

We deliver effective strategies and technologies to power the modern e-business across enterprise systems, security and service management.

Through an ongoing approach of service improvement and enhancement, we deliver the right combination of skills and services to unlock your business potential and maintain the highest return on your IT investment.

To learn more about Pirean visit [www.pirean.com](http://www.pirean.com) or call +44 (0)845 226 0542

Our services are specifically designed to compliment the versatile nature of emerging SOA and service management architectures – driving connectivity and reuse across your infrastructure to bring people, processes and information together – not just within the organisation, but across trusted partnerships and supply chains.

All of our solutions and services are uniquely tailored to unlock your business potential and are guaranteed through Pirean's Solution Assured™ delivery and support programmes.

Our portfolio of solutions for IT Service Management includes:

- Detailed ITSM maturity assessments, service improvement and ROI analysis against industry leading technology and recognised standards / legislation (encompassing ITIL, COBIT, BS 15000 and BS 7799).
- Proof of concept / proof of technology implementation and design.
- Assured delivery, from consultancy and design to development and implementation across:
  - Solution Design, Implementation and Support of IBM's IT Service Management Platform.
  - IT Process Manager Development and Helpdesk Integration.
  - ITIL / BS 15000 solution design and consultancy.
  - Business Application Management.
  - Server, Network and Device Management.
  - Storage Management.
  - Security Management.
  - SOA and Web Services Security and Management.
- Assured support, from product maintenance and problem resolution, continuous improvement, technical counsel, training and education across:
  - IBM Tivoli Application Dependency Discovery Manager
  - IBM Tivoli Business Systems Manager
  - IBM Tivoli Change and Configuration Management Database
  - IBM Tivoli Composite Application Management
  - IBM Tivoli Configuration Manager
  - IBM Tivoli Enterprise Console
  - IBM Tivoli IT Process Management Products
  - IBM Tivoli Monitoring
  - IBM Tivoli Provisioning Manager
  - IBM Tivoli Storage Manager
  - IBM Tivoli Workload Scheduler
  - IBM Tivoli Security Portfolio
  - The Netcool and DataPower product portfolio



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