



Pirean

Unlock Your Business Potential

Pirean and IBM Tivoli ITSM

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Best Practice IT Service Management Solutions

Modern business demands you support highly integrated environments which grow more complex with every new service and market. Complexity increases every day; draining vital IT resources and compounding the everyday issues faced when managing your IT estate.

As demand on IT infrastructure increases so too does the requirement for technology to operate 'like a business for the business'. Providing intelligent, co-operative systems that can be shaped to meet customer demand and to improve without over-reliance on essential technical resources.

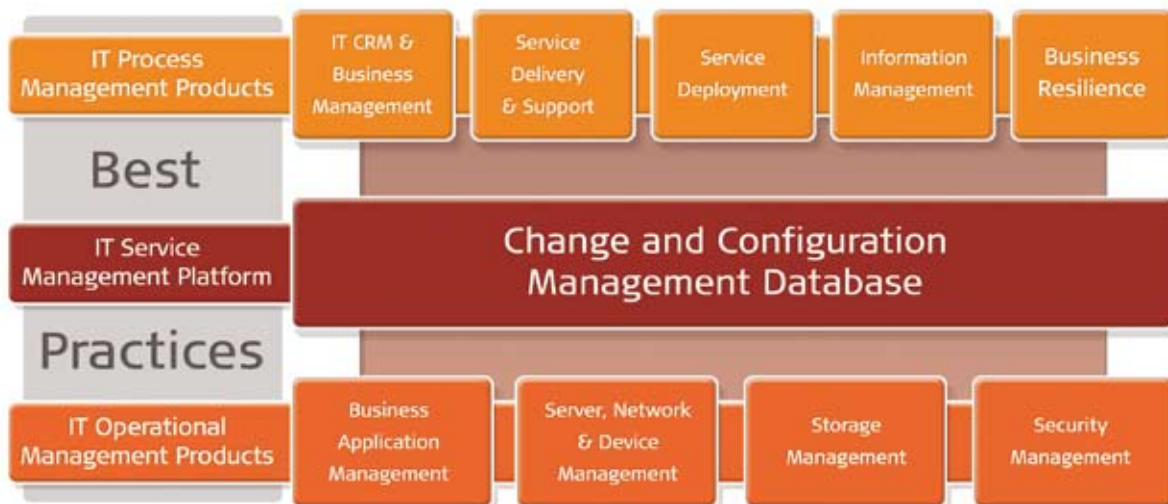
Introducing the IBM IT Service Management (ITSM) strategy, integrated solutions for business performance, intelligence and stability.

Delivered by Pirean in partnership with IBM Tivoli software, our approach to IT Service Management centralises services through an open Change and Configuration Management Database (CCMDB).

Supported through advanced discovery services and IBM's IT Service Management Portal, our ITSM solution set enables you to deploy new IT services built on industry recognised best practice across ITIL, COBIT, ISO 20000 and ISO 27001.

Our IT Service Management solution set facilitates automated infrastructure service and support best practice through ITIL-aligned workflows to:

- Reduce cost and increase ROI
- Manage complexity and respond to change
- Encourage collaboration across departments and organisations with accurate business intelligence
- Align IT services to the needs of the business and the customer
- Improve the quality, integrity and efficiency of IT services



About Pirean

Pirean are acknowledged industry leaders in the delivery of enterprise solutions for business opportunity and business service excellence. We deliver effective strategies and technologies to power organisations and e-business.

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.

As IBM Premier Business Partners, Pirean offer particular expertise in the delivery of IBM Tivoli, DB2, WebSphere and Express solutions for IT Service Management, Security Management and Service Oriented Architectures.

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 or call +44 (0)845 226 0542

CCMDB: Improving the Performance of Information

As IT becomes the foundation for business, applications require a single location through which intelligence can be gathered and the processes and operations controlled and aligned to business need. The CCMDB co-ordinates both data and the support systems to ensure services match the expectations of the customer.

Built on open standards to allow for complete customisation, the Change and Configuration Management Database responds to changing customer demand through a workflow layer that automatically implements and orchestrates IT processes in response to the data the business collects from its various applications.

The CCMDB follows ITIL-aligned best practice as standard to ensure the effective connection of people, processes and technology across an enterprise.

IBM Tivoli Application Dependency Discovery Manager

Today's composite applications consist of large numbers of infrastructure components with complex run-time dependencies. Without visibility into these applications and their supporting infrastructure, it is difficult to effectively deliver and manage mission critical business services.

IBM Tivoli Application Dependency Discovery Manager (TADDM) provides complete visibility into application complexity by automatically creating and maintaining application infrastructure maps. The TADDM application maps are comprehensive and include complete run-time dependencies, deep configuration values and accurate change history. TADDM delivers more than data; it delivers integrated, meaningful knowledge you can use to transform your business.

ITSM: Generating Continuous Improvement

By delivering faster, more accurate services ITSM delivers significant benefits to both the IT organisation and the customer:

- Improved automation relieves the strain on IT experts delivering more time to concentrate on the business strategy of IT and reducing the cost of maintaining existing systems
- Improved, more accurate information enables customers to make swifter, more informed decisions, which in turn accelerate the pace of the business.

To learn more about how Pirean and IT Service Management can unlock your business potential visit www.itsm-blueprint.com



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