



# Pirean

Unlock Your Business Potential

## Solution Assured Services & Support

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### Premium delivery and support services for IBM Tivoli Software

Pirean's Solution Assured Portfolio provides market leading delivery and support services, built on industry best practice.

The foundation of Pirean's approach to delivery and support, the Solution Assured Portfolio provides a route to guaranteed performance beyond delivery through comprehensive support and consultancy services focused on continuous service improvement.

Built on market leading technologies and practices in service delivery, Solution Assured utilises Pirean's expertise in IT Service and Security Management to ensure an end-to-end product that meets the needs of the enterprise.

Solution Assured encompasses all Pirean services and products through:

- Assured Delivery Services
  - ◇ Custom solutions for the design, development and implementation of business focused IT services and best practices
- Assured Support Services
  - ◇ Building on Pirean's outsourced support services to deliver product maintenance and problem resolution, trusted counsel and training for continuous improvement

Understanding business needs, their technical realisation and the systems that support them, Solution Assured offerings deliver a route from 'pre' to 'post' project that realises business goals as part of a strategy for immediate performance, integration and continuous service improvement.



## 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](http://www.pirean.com) or call +44 (0)845 226 0542

## Assured Delivery

With an expert team focused on the design and deployment of enterprise and e-business management solutions, Pirean's Assured Delivery services help organisations to reduce manual overheads and errors whilst enabling deeper business intelligence and responsiveness to customer requirements. By enabling IT to operate 'like a business, for the business' we enable you to create a culture of continuous improvement whilst controlling cost and increasing your return on IT investment.

Every Assured Delivery solution is customised to the specific needs of the business but will typically include:

### Consultancy & Design

Providing focused IT solutions for best practice, performance, availability and intelligence.

### Development

Delivering new solutions to enhance existing services or to meet new opportunity, delivered through best practice and meeting industry standards for assured compatibility and longevity.

### Implementation

Best practice deployment of business relevant IT services and solutions, complete with 12 month warranty for success.

## Assured Support

Pirean's Assured Support offering provides proactive software and solution maintenance, education services and expert counsel to address key industry challenges. Whilst every Assured Support offering is tailored to the needs of the customer, they will typically include:

### Product Maintenance & Problem Resolution

Enhanced maintenance services for software and solutions, including direct access to certified software engineers and expert developers.

### Continuous Improvement

Scalable outsourced and managed services alongside bespoke development to react to opportunity.

### Expert Counsel

Industry leading technical and business consulting adapted to your business needs and delivered through expert seminars and one-to-one sessions.

### Training & Education

Delivering certified training strategies to enable your most vital asset – your workforce.

## Built To Last, Designed To Grow

Organisations can utilise Solution Assured offerings to enable a particular aspect of the business in the knowledge that it is part of a greater strategy for improvement, integrating with existing systems and all other Solution Assured products. This enables businesses to address specific challenges with the knowledge that the solution works in the long term and is a strategic investment in overall IT process improvement.

To find out how Solution Assured can unlock your business potential visit [www.solutionassured.com](http://www.solutionassured.com)



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