



The Challenge

Aligning IT with business goals and objectives

The Information Technology Infrastructure Library (ITIL) provides a framework of “standards” or “best practices” for successful IT Service Management. ITIL best practices advocate aligning IT with business goals and objectives. Specifically, CIOs and IT managers need to know and communicate the business impact of IT service levels to executives and line of business managers — to comply with internal and external IT governance requirements, to minimize business risk and to help justify IT spending.

Done right, instituting the ITIL standards benefits the IT department by positively increasing its visibility throughout the business and by including business managers in the IT management process from the beginning — tying IT performance and success directly to business success.

The challenge lies in implementation. Because ITIL is a framework, deployment is unique to each company; there is no specific solution or set of tools that must or should be used. Out of the ITIL-based solutions that are available today, most are too costly, take too long to deploy and usually require extensive professional services. Positive ROI can take years to materialize from the beginning of one of these traditional ITIL implementations. EM7’s revolutionary approach to IT management changes all of that.

The Solution

Rapid and Cost-Effective ITIL Implementation

The EM7 IT Management System includes a centralized database, tools and features that enable businesses to deploy ITIL implementations quickly and cost-effectively. Easy integration with leading monitoring and management solutions allows EM7 to provide a “single pane of glass” for visibility and control of your entire IT infrastructure without the usual costly consulting and professional services required by competitor solutions. EM7 comes with a full suite of management applications that deliver performance and availability management of the network and all networked devices, consolidated incident management and an integrated IT ticketing solution.

EM7 provides all constituents—from executives and business users to IT managers, staff and external customers—the visibility they need into the IT services that impact their productivity and overall business success.

▼ MANAGEMENT APPLICATIONS

Network
Asset & Configuration
Application
Event
Ticketing
Service Level
IP & DNS

▼ KEY BENEFITS

- Integrated Reporting
- Policy Based
- Escalations
- Reduced TCO
- Best-Practices Based
- Centralized Portal
- Highly Customizable



EM7 and ITIL

EM7 provides a centralized database, tools and features to help ensure that users have the support and access to the IT services they need. Integration with leading IT Service Management solutions expands upon the capabilities of EM7 for companies with additional requirements. In those instances, EM7 can act as a “Manager of Managers” for centralized management and access to all of the ITIL process solutions.

SERVICE SUPPORT

Incident Management

Automated notification and customizable escalation paths enable EM7 to proactively manage events and lead to faster service recovery.

Problem Management

Historical reporting features and a centralized data repository support problem and trend analysis for easier correlation of problems to events and alerts within the system. A full IT ticketing system—from the creation of manual and automatic tickets to escalation to the closing of trouble tickets is included in EM7 for more efficient problem resolution.

Change Management

Historical reports can be compared to support change management policies and analysis.

Configuration Management

Auto-Discovery produces detailed asset reports of all devices connected to the network along with configuration details such as type, manufacturer, service contracts, required patches and installed software.

Release Management

Integration with leading Release Management solutions.

Service Desk

Integrated event management and IT ticketing enable Service Desk operators to view other incidents and tickets that may be impacting the user’s service, to create a trouble ticket, to escalate a problem along defined notification path, etc.—for more efficient and responsive

SERVICE DELIVERY

Service Level Management

Extensive performance reports of key IT metrics like uptime and bandwidth usage and automated alerts can be used to proactively manage adherence to service level agreements. Customized views and administrative access control allows customers to check for themselves how well systems and applications are performing.

Availability Management

EM7 includes automated and customizable alerts and extensive reporting for proactive management of availability and performance of the network, databases, servers, applications

Capacity Management

Trending capability and system-wide metrics on aspects like disk space, memory and CPU utilization support performance management and capacity planning.

IT Service Continuity

Automatic failover, Windows service restarts, high availability configuration and other business continuity features ensure availability and rapid restoration of IT services in event of a disaster.

IT Financial Management

Features like chargeback capability and the bandwidth billing engine support customer billing calculations. Reports and events defined on a customer basis can assist in proactive SLA management to calculate, minimize and even prevent any SLA payouts.

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