

# ITSM Professional Services



**THEBES  
GROUP**  
*service of excellence*



# ITSM Professional Services

For the past two decades, Thebes Group has been a trusted IT service management provider – offering clients independent advice and capabilities for a wide range of ITSM professional services. From careful analysis and assessment, to providing product recommendations and personalised solutions, Thebes' experienced team will ensure ITSM fits your evolving business needs.

Thebes offer a comprehensive suite of ITSM professional services. Thebes' experienced Professional Services team is comprised of dedicated project managers, implementation specialists, and support engineers. Thebes brings valuable industry experience, in-depth ITIL knowledge and proven ITSM software installation and support services.

*As an Assured Outcome Provider, your success is at the centre of what we do.*

Our key ITSM capabilities include:

- ITSM Consultancy including ITSM Process Assessment, ITSM Transformation, ITSM Tool Selection, ITSM Coaching & Mentoring
- ITSM Implementation Services including project management and full lifecycle implementation
- ITSM Administration Services provided either on premise or as a remote service

## ITSM Implementation Services

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At Thebes we believe an ITSM implementation must fit with businesses goals and objectives. We support our customer's implementation from a business perspective, leveraging our team's extensive industry experience to align the technology with their IT and business needs.

Why choose Thebes as your implementation partner:

- Ensure your implementation is aligned to IT and business requirements
- Improving service delivery
- Our team of experienced ITSM and ITIL experts will enable you to realise the full value of your ITSM investment
- Our team of experienced project managers will ensure the right approach to your implementation, through the whole project lifecycle



## ITSM Administration Support

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ITSM, like any other business critical application, requires a level of support, maintenance and enhancement to ensure application availability and continued alignment to changing business requirements. Thebes can provide these services via either a remote administration support service or an onsite managed service.

Why choose Thebes as your ITSM administration partner:

- Thebes can provide either a fully managed administration service or a support service to your own administration team
- Provides access to skilled Cherwell resources
- Supports changing business requirements through flexible resourcing for admin peaks
- Provides ongoing consultancy services to maximise your ITSM investment
- Completion of 'day to day' operational tasks
- Completion of routine performance checks and reporting
- Supports continuous improvement of service management processes and maturity

## HEED – Intelligent and Dynamic Work flow

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Heed is an action oriented messaging tool for enterprise communication. Heed significantly reduces inefficiency, generating significant cost savings for your business.

Utilising our intelligent and dynamic work flow service, Heed minimises effort and maximises efficiency in handling your ITSM Software requests. Whether it be incident management or change requests/approvals, Heed can automate this process, ensuring critical information reaches its intended audience in real-time and avoiding any breakdown in communication.

Heed not only ensures that ITSM Software requests reach the appropriate users in real-time but allows for condition based response work flows to be triggered dynamically, entirely dependent on the response provided by the user. Minimising loss of key information and automating the process entirely.

Ensure ITSM Software change requests and approvals are not ignored by delivering actionable and targeted alerts directly to the user's screens, avoiding large email volumes and ensuring requests are dealt with instantly.

## DevOps Admin Support

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Thebes DevOps solution helps businesses improve their collaboration, communication and automation around software delivery and infrastructure changes. The solution enables building, testing and release to happen rapidly and frequently, in a reliable manner.

Thebes DevOps solution has been designed to simplify and coordinate the creation of a number of steps, work flows or tasks into a single manageable job. Without the solution and the formalised template methodology that come with it, requests are open to interpretation; requests can come in different formats or with irrelevant information and important information can be missed.

By using formalised templates and plugins, there can be a predictable outcome from a request, even if the requests come from different people or sources. The request is no longer dependent on which member of the assigned team picks up the request or if it is a fully automated step that requires no further human intervention. The work flow is designed and set up in one place and is immediately available to the rest of the team.

Thebes DevOps solution forms part of our suite of ITSM products.



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