



Running Data Center Service Delivery Like a Business

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newScale Overview

Leading Provider of Service Delivery Management Solutions



"Companies that have implemented SDM tools have saved 30 percent to 40 percent of the cost of those services, reduced the time to deliver services by 50 percent and improved quality by between 25 percent and 40 percent."

– Forrester Research

Reduce Costs, Improve Service

- 30% drop in service costs
- 50% faster service delivery time
- Rapid deployment
- ROI in under 12 months

Run Service Delivery as a Business

- Software for automation of service requests and service delivery
- Single platform for all services
- Best practice catalogs for IT, facilities, telecom, other services

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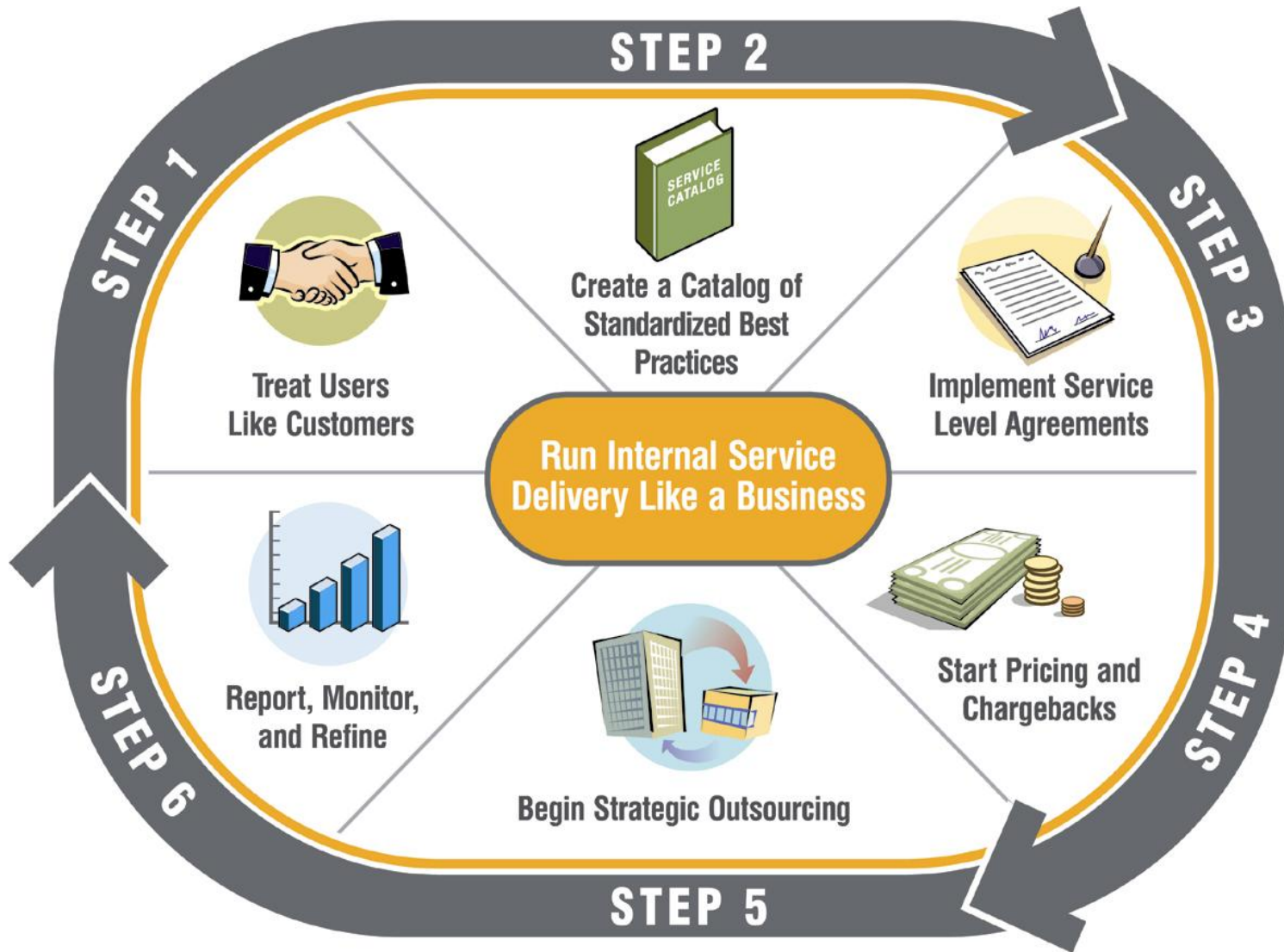
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Run Data Center Service Delivery Like a Business



Standardizing Data Center Services



- **According to a recent study of 1,500 Global 2000 companies:**
 - *Less than ¼ of the companies had deployed standardization across IT services*
 - *Those that standardized had 40% shorter cycle times, support costs that were 38% lower than peers, and error reductions of 37%*

Question:

Are your data center services standardized,
repeatable processes?



Creating a Catalog of Standardized Best Practices



- Treat services like “products” – repeatable processes
- Create an inventory of current service offerings
- Identify the business value and demand for each service
- Document service level objectives – including business metrics
- Leverage best practices and benchmarking
- Standardize & simplify complex business processes
- Publish the catalog for users with definitions, objectives, terms



“Service catalogs are the cornerstone of service delivery and automation, and the starting point for any company interested in saving money and improving relationships with the business.” - Forrester Research

Contact Information



To Learn More:

- ✓ *Run Internal Services Like A Business White Paper Series*
<http://www.newscafe.com/solutions/library.cfm>
- ✓ *newScale Solutions*
www.newscafe.com

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