REQUEST FULFILLMENT

Managing People and Technology Together

INTRODUCTION

One of the world's leading pharmaceutical companies with sales of $26.47 billion ($12.44 billion in the U.S.) requested VerisVisalign to help their IT Services U.S.based storage and server team optimize their service request process.

The team received requests from multiple Business Information Services (BIS) customers in a variety of ways with very tight deadlines. In addition to project-related requests, they managed competing operational upgrades, additions and decommissions. This resulted in failing to set appropriate expectations with customers, unmanaged workloads, and over-spends.

In addition, there was no liaison assigned to the team to assist with managing incoming requests. The users of their service did not have a single point of entry into the process of fulfilling requests. There were no financial validation points in place. In addition to being technical architects, the storage and server team members also had to order the equip-ment and manage vendors to ensure the equipment was shipped on time to fulfill their needs.

OBJECTIVE & SOLUTION

The objective was to optimize the service request process to enable effective and efficient management of customer requests and operational workloads, the ability to set appropriate expectations with customers and to avoid overspends.

VerisVisalign introduced Infrastructure Request Management for Storage and Server needs in the client's organization by completing the following:

VerisVisalign provided an ITIL® certified subject matter expert experienced in IT Service Management, Project Management, and knowlege of server and storage equipment

– Managed a team of experts to develop and implement a comprehensive, strategic and operational approach to Server and Storage Request Management solutions
– Instituted coordinators to ensure the proper collection of requirements, to work with the Change Management team to schedule implementations, and to ensure the logistics of the requests were in order
– Provided a single interface to IS customers
– Developed resource, asset and financial capacity planning best practices
– Engaged, developed and managed Vendor relationships, and contracts

VerisVisalign

Infrastructure Request Fulfillment

SERVICES

IT Service Management planning and consulting

– Business and IT alignment
– Process Assessment and Gap Analysis
– Process Optmization

RESULTS

– **Financial Savings:** Managed the single largest IT service budget line item to achieve savings of over $6 million
– Partnered with purchasing department to ensure cost-efficient pricing from vendors.
– Worked with the client and developed a business justification model in lieu of a charge-back system.
– **Better Communications:** A single point of entry into the Storage and Server Request Management process meant customers' expectations were appropriately set.
– A new Request Management intranet site with information on how to request service, the history of the program, and contact information.
– Improved communication with end users to ensure adherence to the Request Management process
– BIS customers now were able to provide feedback and make suggestions for improvement via multiple formats
– New links to vendors, the purchasing team and to the Change Management team, improved the request lifecycle.

– **Improved Working Standards:** Ensured the delivery of services mapped to ITIL® best practices.
– Developed and implemented server and storageinfrastructure standards.
– Enhanced IT asset management practices and forecasting by updating the asset management database as changes were made in the environment
– Ensured disaster recovery and business continuity needs were met.
– Partnered with the Change Control team to minimize and manage business impact of changes

WHAT MADE THE DIFFERENCE?

– VerisVisalign provided an ITIL® certified subject matter expert experienced in IT Service Management, Project Management, and knowledge of server and storage equipment.

ITIL® BEST PRACTICES

Using the principles of ITIL® and other best practices, our process experts assist in the alignment of strategy and execution between the business and IT.

VerisVisalign

info@verisvisalign.com
888-45-VERIS