SMARTS

# SMARTER SERVICE MANAGEMENT

Real-time communication, collaboration and resource sharing across every aspect of the enterprise.

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KA2's Smarter Service Management practice (SSM) enables clients to transform the way they manage enterprise scale technology infrastructures. It creates an agile, highly efficient environment which is easy to maintain and can be quickly adapted to accommodate changing requirements. New technologies, updated processes and revised working practices are incorporated with little or no impact on business as usual (BAU) capabilities. KA2's SSM is proven to increase productivity and cut operating costs. *It's still service management, only smarter.*

## 01 Transforming the enterprise

- Challenges the status quo, drives change, injects best practice
- SaaS and cloud using the right tools and platforms delivers a superior service
- Smarter integration with enterprise wide transformation programmes

SSM ensures clients have the right processes and tools in place enabling them to react quickly and efficiently to changing business needs. Our Smarter Service Management capability is continually evolving and is ahead of the curve in terms of understanding the impact of new developments and what clients need from a service management solution, both now and in the future.

## 02 Adopting Cloud and SaaS technologies

- Service management in the cloud for the cloud
- Central management capability for all processes, tracking and pulling back
- Single pane of glass view for users and consumers

SSM uses core Service Management fundamentals to drive efficiency in the management and operation of today's technologies and to accommodate any future requirements. ITIL V3 was typically based on on-premise infrastructure and IT services, not the cloud based SaaS technologies that are being adopted at pace in today's organisations, where service is supplied and delivered beyond IT as a consumable.

## 03 Improved supplier management and control

- Complete supplier contract oversight
- Standardised KPIs, SLAs and performance measurements
- Score cards and regular reporting

Most firms have multi-vendor relationships which means managing incidents, capacity, changes, cmdb and finance etc., is very complicated and difficult to control. To improve efficiency, all SLA obligations must be included within the master contracts to ensure internal practices and processes are aligned. This transforms the ability to better manage and document all supplier moves, upgrades and changes without disrupting BAU activities.

## 04 Enabling rapid change

- Reacts, changes and adapts swiftly and painlessly
- Efficient delivery from suppliers to BAU
- Aligns people, processes and platforms

Far too many organisations are still reliant on outdated processes and technologies because change is deemed too difficult. This is where KA2's Smarter Service Management comes into its own. Our agile service enables users to quickly reconfigure existing processes, adopt new approaches and technologies or retire outdated working practices or systems with minimal impact on the business.

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## 05 Empowering the modern workforce

- Proactive, not reactive
- Enhances speed and efficiency
- Fast fix before being impacted

The modern workforce expects a great workplace experience. KA2's SSM is proven to deliver a superior service management capability. It uses the latest tools and processes, which are fully aligned to modern working practices and can help predict, then accommodate the changing needs of a rapidly evolving business and its users.

## 06 Seamless home to office working

- Fully integrated and intuitive home or office environment
- Portals, dashboards and mobile access from own devices
- One touch approvals and reporting

SSM enables the business to be fully mobile and move seamlessly between the home and work environment. All mobile devices are permissioned and controlled to ensure the highest security levels are always maintained. 'Amazon-like communications' enables enterprise wide messaging which significantly improves collaboration & efficiency across the business.

## 07 Complete governance and control

- Fully compliant across the enterprise
- Rapid response to audit requests
- Smarter control points

Demonstrating regulatory compliance and responding quickly and efficiently to the demands of the regulators is non-negotiable. SSM fully supports this mandatory requirement providing the ability to quickly assimilate all new directives. This provides all firm's with the confidence to conduct business, safe in the knowledge that regulatory compliance is an integral part of its BAU operations.

## 08 Smarter resource utilisation

- Smaller teams working smarter
- Enabling multi-role resources
- Removing the need for single points of contact and failure

Streamlining roles and responsibilities with smaller, highly skilled teams using modern tools increases productivity and efficiency. Removing the dependency on single points of failure and eliminating complexity across the organisation is also proven to significantly reduce operating costs.

## 09 Valued outcomes for a fit for purpose organisation

- Significantly reduces issue resolution and lead times for change
- Rapid change implementation post approval
- Future proof the business

The SSM practice empowers both the business and IT. It is outcome driven. Identifying failing functions and tackling these head-on transforms operational efficiency. The goal is to create a sustainable, smarter business which is fit for purpose able to accommodate all future change requirements.

*It's still service management, only smarter.*

**Want to know more? Contact Lewis Martin**
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## ABOUT KA2

KA2 is an expert technology change consultancy specialising in financial services, the insurance industry and public sector. The company provides specialist services across the entire technology change spectrum including; cloud migration, target operating model and digital transformation strategies; the modern workplace; service management; enterprise architecture; network design; enterprise security and voice and unified communications.

The team includes highly skilled, experienced programme leaders, technical architects, solutions consultants and business analysts who all bring a proven track record in delivering successful technology change programmes for a wide range of blue chip organisations.
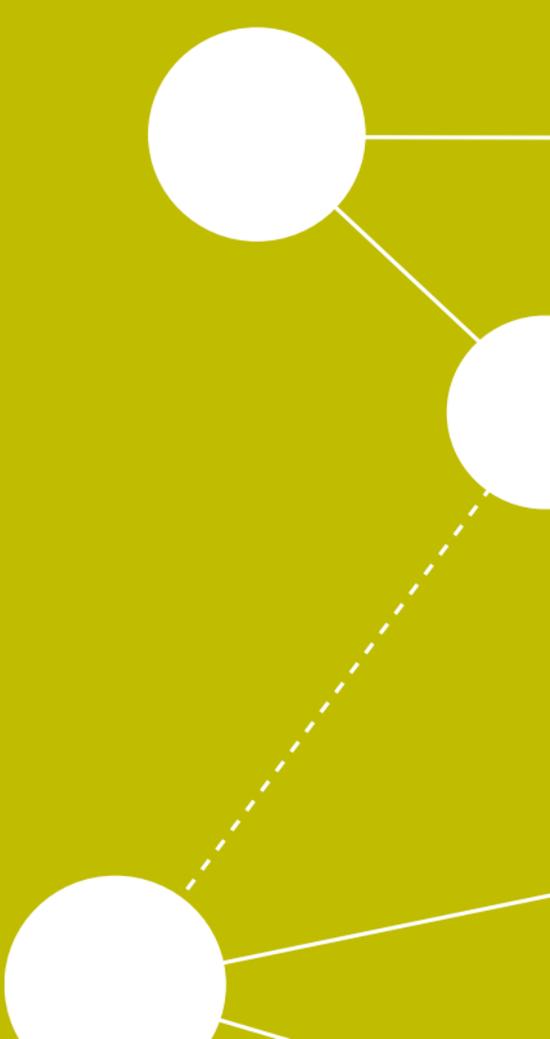
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