

Axios Systems™

IT Service Management Solutions

Axios Systems
predstavenie firmy
a filozofia riešenia

Workshop, 25.6.2009 Bratislava

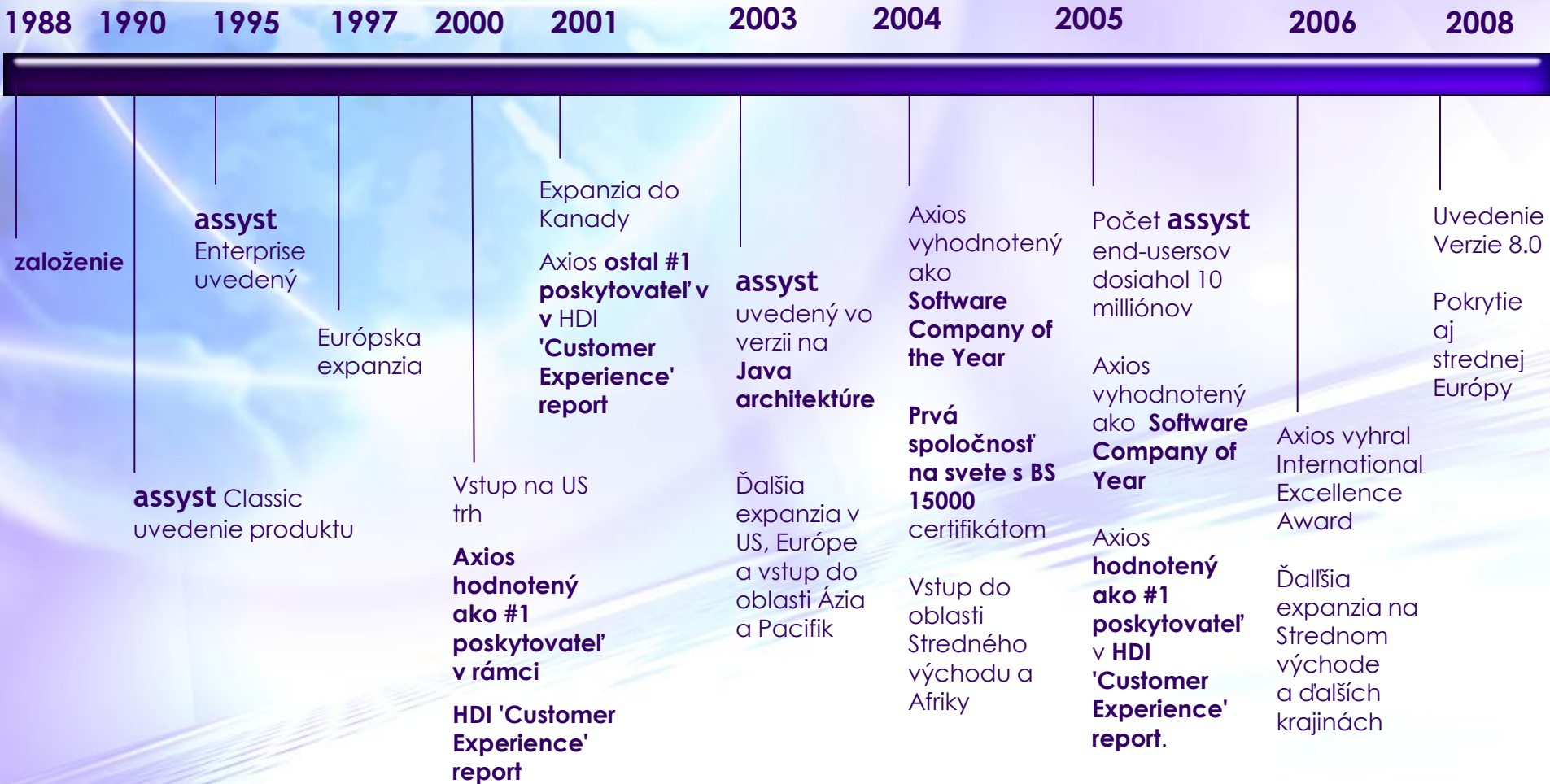
www.axiossystems.com

O spoločnosti

Axios Systems – líder v oblasti poskytovania Best Practice riešení pre oblasť IT Service Management solutions

- Vznik v roku **1988**
- **Súkromná spoločnosť**
- Globálne operácie – **HQ Edinburgh**
- **11 pobočiek v 9 krajinách**
- **800+ zákazníkov** celosvetovo
- Konzistentný a organický rast

Axios Systems - história



Axios Systems – čo ponúkame

Axios Systems poskytuje riešenie pre organizácie ktoré chcú dosiahnuť:

- Pro-aktívnu **kontrolu nad infraštruktúrou, službami a procesmi v IT**
- **Zlepšiť spokojnosť zákazníkov** bez potreby dodatočných zdrojov
- **Prepojiť biznis požiadavky s IT** teraz v budúcnosti
- Podporovať biznis governance a certifikáciu
- Zvýšiť dôveru v IT systémy a služby
- Dosiahnuť zlepšenie **Return on Investment (ROI)** na IT projektoch
- **Úspora nákladov**
- Zlepšiť morálku IT tímov a udržanie si IT pracovníkov

“ Almost every company that executes a well-planned, well-run IT service management program based on IT Infrastructure Library guidelines reports significant benefits.”

Simon Mingay, Research VP

The Gartner logo is displayed in a bold, blue, sans-serif font. It is positioned on the right side of the slide, to the right of a vertical line that separates it from the quote.

Best Practice a ITIL pre ITSM

Axios Systems – dlhá história inovácií v oblasti IT Service Management Best Practice.

- Axios experti spolupracovali na definícii **originálneho ITIL frameworku**
- **assyst** bol prvé **originálne ITIL riešenie**
- **Axios ako prvá firma na svete získala certifikát BS 15000 (teraz ISO/IEC 20000)**
- **Pink Verified** – riešenie
- Poskytujeme **ITIL & ISO/IEC 20000 konzultácie a tréningy**
- Axios experti spolupracujú na definícii **ITIL V3**

Klienti

Energy & Utilities



Manufacturing



Financial Services



Retail



Government



Transportation



Healthcare



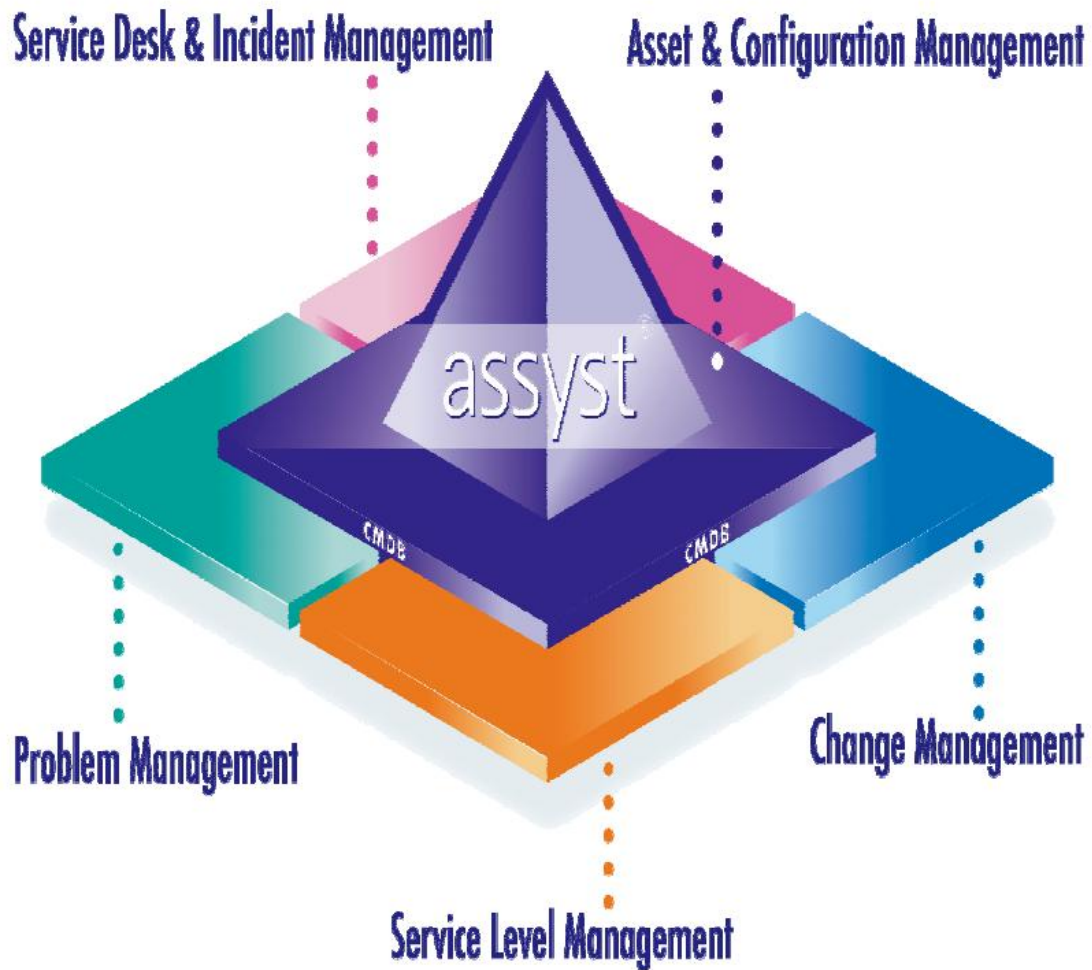
Other





Axios Assyst

Axios Systems – Stratégia produktu



- *v jednom riešení*

Filozofia produktu









- Konfigurácia a nie custom development
- Zameranie sa na procesy a ich konfiguráciu v Assyst-e pomocou process designera
- Rýchla implementácia – out of the box riešenie

Filozofia produktu

- Jedno riešenie – nad jednou databázou – jedna licencia – všetky ITIL disciplíny
- Otvorenosť
- Certifikácia
- Jednoduchý upgrade



Pink Verified

		Incident	Problem	Knowledge	Request Fulfillment	Change	Release & Deployment	Service Asset & Configuration	Service Level Management	Availability	Capacity	Event	Service Catalog	Service Portfolio	Financial
Vendor	Tool	IM	PM	KM	RF	CHG	REL	SACM	SLM	AVM	CAP	EV	SCM	SPM	FM
12 Processes															
	Assyst 7.5	IM	PM	KM	RF	CHG	REL	SACM	SLM	AVM	CAP	EV	SCM	SPM	FM
11 Processes															
	BMC Remedy IT Service Management Suite 7.0	IM	PM	KM	RF	CHG	REL	SACM	SLM	AVM	CAP	EV	SCM	SPM	FM
	Service Manager 7.0	IM	PM	KM	RF	CHG	REL	SACM	SLM	AVM	CAP	EV	SCM	SPM	FM
	IBM Service Management 7.0	IM	PM	KM	RF	CHG	REL	SACM	SLM	AVM	CAP	EV	SCM	SPM	FM
	EasyVista 2008	IM	PM	KM	RF	CHG	REL	SACM	SLM	AVM	CAP	EV	SCM	SPM	FM
10 Processes															
	helpLine ITIL V3	IM	PM	KM	RF	CHG	REL	SACM	SLM	AVM	CAP	EV	SCM	SPM	FM
	Infra Version 8	IM	PM	KM	RF	CHG	REL	SACM	SLM	AVM	CAP	EV	SCM	SPM	FM


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August 25, 2008
 To Whom It May Concern:
 Re: Axios Assyst v7.5 - PinkVERIFY™
 This letter is to confirm that Axios Assyst v7.5 has passed the PinkVERIFY™ assessment and as such, the tool has been officially certified as ITIL compatible by Pink Elephant, the world's leading IT Service Management education and consulting provider.

A Pink Elephant IT Management Consultant assessed and confirmed compatibility of Assyst v7.5 to an ITIL Version 3 V3i processes:
 • Incident Management
 • Problem Management
 • Change Management
 • Release & Deployment Management
 • Request Fulfillment
 • Service Asset & Configuration Management
 • Knowledge Management (Service Support Scope)
 • Service Level Management
 • Service Level Management (Financial Management) (Service Costing & Demand Management)
 • Service Catalog Management
 The PinkVERIFY logo is the stamp of approval issued by Pink Elephant for Service Management tools that meet the minimum functional criteria for these ITIL processes. Axios Systems is authorized to use this logo, which denotes the number of ITIL V3 processes in association with the verified tool. The product appears in the toolsets section of Pink Elephant's PinkVERIFY website at www.pinkverify.com

Sincerely,
Ann Lammiman



Otázky a odpověde

Ďakujem za pozornost'