

A blue banner with a faint background image of a person's hands holding a cluster of white person icons. The text 'ITSM Services' is written in white, sans-serif font on the banner.

## ITSM Services

Evolving technology landscape governed by new and disruptive technologies are compelling enterprises and businesses to deliver best-in-class IT platforms, to run and deliver a quality experience to users in the business ecosystems. Organizations are increasingly seeking to enhance IT service management strategies to improve productivity and business outcomes while containing costs. GAVS provides an ITSM-based Service Delivery Management service framework for the end-to-end management of IT services to customers to achieve IT operational excellence.

## Evolving Needs of a Technology-Driven Business Ecosystem

Enterprises are increasingly adopting cloud infrastructure and disruptive technologies to meet emerging business demands to remain competitive. However, increased business and IT complexity is making it difficult for organizations to enhance IT operations efficacy, and streamline service delivery while containing costs.

As a result, enterprises are continually seeking to adopt efficient IT Service Management (ITSM) practices. ITSM provides for integrated services that are process based with a focus on satisfying business requirements. Some of the key imperatives that businesses need to address are:

- Improve availability, scalability and stability of IT services
- Automate service desk operations
- Service performance to ensure that they are being delivered as expected
- Improve efficiency of internal processes by focusing on continual service improvement to maintain value to customers
- Ensure quality of IT operations, solving IT problems effectively and efficiently
- Increase service delivery efficiencies such as response time, CSAT, FCR, etc.
- Build mature IT processes
- Get the most out of an IT budget, reducing cost and ensuring higher returns

To help enterprises meet these requirements, GAVS provides comprehensive ITSM-based Service Delivery Management offerings. Our extensive experience combined with industry standards, and Information Technology Infrastructure Library (ITIL) best practices and frameworks, enable us to optimize IT service delivery and costs.

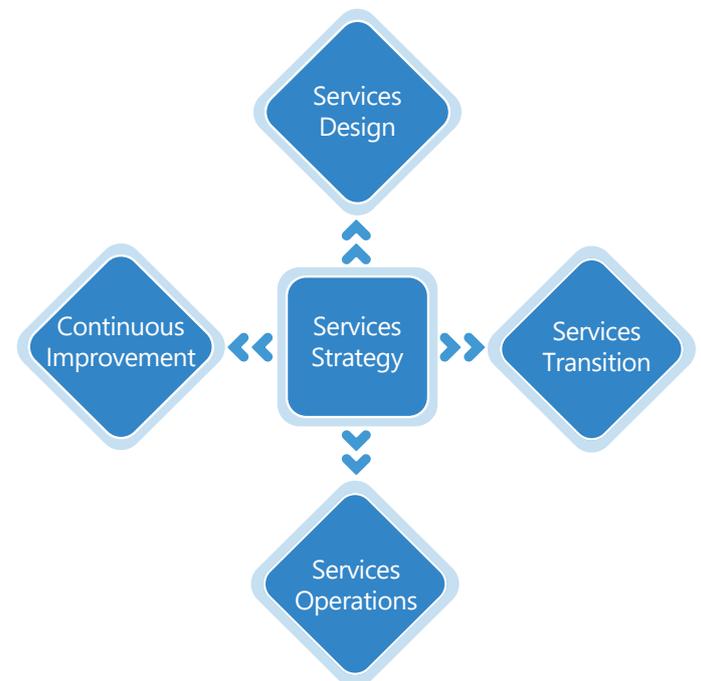
## What We Offer

GAVS adopts a full lifecycle approach for service desk management in each of its engagement projects and provides administration of tools as value-added service. This includes architecting, engineering, customizing, implementing, and maintaining technical capabilities.

- Provide best-in-class support to administer entire suite of modules that are part of the core service desk, enabling clients to remain operationally effective and strategically focused
- Comprehensive range of ITSM services designed to help businesses implement, manage and optimize IT services through well-defined processes, implementation and governance models
- Agility through a common platform for training, delivery, documentation, knowledge, and continual improvement
- Scalable and responsive to sudden demand while also continually improving our pre-configured service offerings

To ensure delivery excellence, we align our service delivery with several ITIL service areas a framework that provides best practices for aligning IT with business needs. The most widely used IT process management framework is ITIL v3, which has five parts: Strategy, Design, Transition, Operations and Continual Service Improvement.

Figure 1 represents our service strategy:

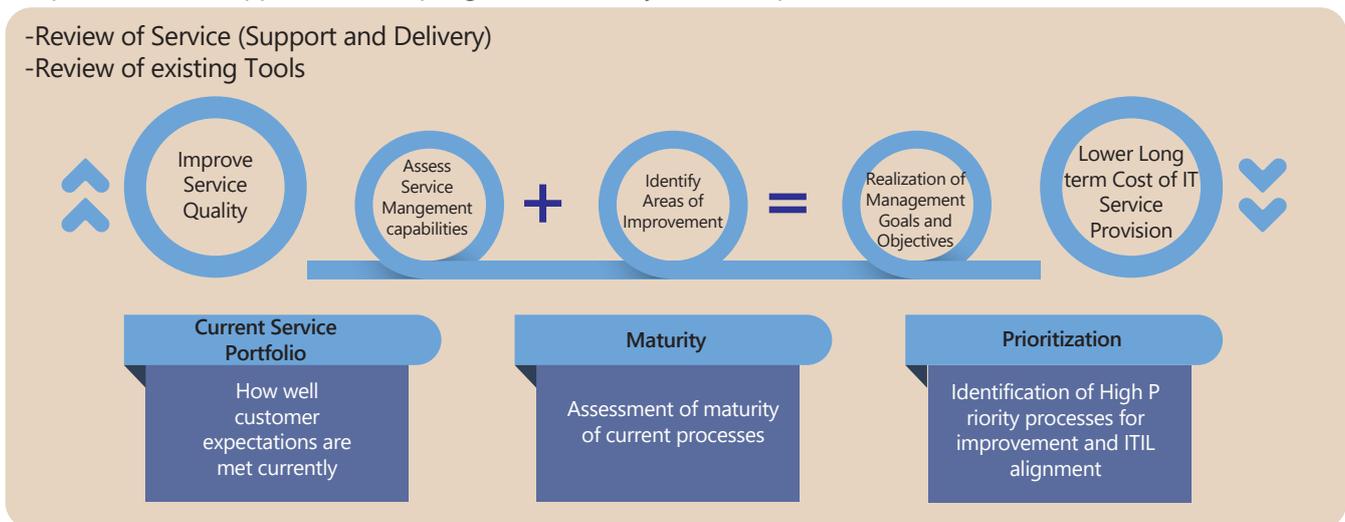


## Key Components Under Each Service Area

Service Strategy	Service Design	Service Transition	Service Operation	Continuous Improvement
Strategy Generation	Service Catalogue Mgmt.	Transition Planning	Event Mgmt.	7 Step Process
Financial Mgmt.	Service Level Mgmt.	Change Mgmt.	Incident Mgmt.	
Service Portfolio Mgmt.	Capacity Mgmt.	Service Asset & Configuration	Request Mgmt.	Service Measurement & Reporting
Demand Mgmt.	Availability Mgmt.	Service Validation & Testing	Problem Mgmt.	
	IT Service Continuity Mgmt.	Evaluation	Access Mgmt.	
	Information Security Mgmt.	Knowledge Mgmt.		
	Supplier Mgmt.			

ITIL-based support framework ensures continuous improvement that helps organizations proactively identify and prevent recurring problems, resulting in enhanced outcomes. GAVS follows a systematic approach to adopting right processes and tools to effectively align policies and procedures of service delivery with business needs.

Figure 2 presents GAVS' approach to adopting service delivery tools and processes:



### Our Core Service Include:

- Administering IT assets and configuration management, and the inter-related configuration management database (CMDB) modules
- Maintaining or performing system upgrades, including installing up-to-date patches and service packs
- Administering and developing forms, fields, menus, and workflows in the tool
- Troubleshooting complex issues regarding forms, workflows, and log files
- Providing 2nd / 3rd level support for users experiencing problems with their accounts
- Optimizing performance, processing queries and reports, and monitoring the system to make sure all system transactions are processed correctly
- Developing the architecture and associated technology road map, providing recommendations for new capabilities, standards, best practices, version upgrades, and major revisions
- Gathering and prioritizing client requirements, and developing and configuring the platform to meet these requirements
- Performing periodic backup of tool database and configuration management files to ensure continued smooth production

- Performing security patches and bug fixes on major releases in test environment and passing it on to the production environment
- Supervising the design and automation of customized reports to meet management needs
- Administering the knowledge management portal and end-user console, and customizing user login page and service catalog
- Generating reports and adding gauges to homepages
- Developing, monitoring, modifying, and publishing Service Catalog workflows with approvals
- Importing data into the instance and creating Access Control Rule (ACL)
- Activating plug-ins as needed and creating new applications, modules, and tables

## Solution

GAVS' ITSM tool administration tasks and best practices are tested in controlled IT environment to ensure compliance with regulatory and statutory mandates. Our proven processes, methodologies and alignment with ITIL standards enable clients to drive, enhance and maximize IT services delivery.

## Benefits

**Our offerings provide the following benefits:**

- Comprehensive and efficient delivery of IT services
- Reduced IT spend
- Service-level, metrics-driven engagement model
- Increased flexibility and scalability
- Enhanced customer satisfaction

## Why GAVS:

Our extensive experience in customizing and administrating leading ITSM tools, and driving end-to-end ITSM processes and tool transformation programs puts us in a unique position to generate unparalleled value for our clients.

- Our global expertise in implementing ITIL across diverse engagements models is through value added and cost-effective services
- Customers can make timely decisions about tool platforms, services best practices that best fit organizational directives
- Our team of certified implementation specialists and ITIL certified process experts with extensive experience on multiple implementation, integration and development projects

## About GAVS

GAVS Technologies (GAVS) is a global IT services & solutions provider enabling digital transformation through automation-led IT infrastructure solutions. Our offerings are powered by Smart Machines, DevOps & Predictive Analytics and aligned to improve user experience by 10X and reduce resource utilization by 40%.

GAVS has been recognized as a Cool Vendor by Gartner in 'Cool Vendors in ITSM 2.0, 2016' and positioned as an 'Aspirant' in Everest Group PEAK Matrix™ for Healthcare Provider IT Services. GAVS was also rated as a prominent India-based Remote Infrastructure Management player & one of the key small players serving the mid-market & enterprise clients in North America by Gartner.

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