



Process Management

Change Management

A process to control how changes are introduced in the IT environment, who can sponsor a change and how a change is evaluated and put into production.

Problem Management

We advise on how to control, isolate, identify and resolve all problems within the IT organization.

Service Level Management

We will help you monitor your quality of service; comparing performance with expectations and establishing contracts that lead to new levels of performance.

IT Metrics

We will present your company with comprehensive details on Cost, Quality, Performance, Responsiveness and Customer Satisfaction for all levels of IT.