

Case Study: ITIL-Based Processes and Methodology

Project Scope

A large pharmaceutical company with a worldwide footprint had need of an IT Service Management (ITSM) partner, experienced and accomplished in ITIL-based global services delivery.

GCI has a long and successful history with Network Operations Center (NOC) operations and ITIL-based services management and delivery.

GCI Expertise

With a core competence in ITIL-based services execution worldwide, Global Convergence believes a **phased** services delivery approach based upon customer requirements, will enable services delivery and transition at a predictable and manageable level of risk.

GCI's initial engagement activity includes alignment of our service governance structure with the client's service strategy, to ensure our services delivery design always supports client goals.



Service Strategy

- Collaborate with the client to understand their service strategy and incorporate GCI design in support of client goals
- Identify what services to provide based on client objectives, risks and budget
- Ability to leverage **ServiceNow** ITSM application to offer clients full visibility into GCI activity



Service Design

- Service Level Management
 - Define SLAs & Service Priorities
- Develop KPI Metrics & Reporting
- IT Service Continuity Management
 - Align GCI and Client Business Resumption Plan
 - Develop ongoing DR test schedules & exercises
- Information Security Management
 - Design & Document Connectivity, Access, Compliance, Credentialing Process and Policy Adherence

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Our Approach

GCI was able to offer seamless services delivery in LATAM and ASPAC, leveraging a regional presence in Brazil and Singapore utilizing our Bucharest, Romania “legacy-voice” specialized NOC, plus GCI’s two multi-lingual 24x7x365 Network Operations Centers located in:

- Oldsmar FL, USA
- Cluj-Napoca, Romania

Our Results

Utilizing industry-acknowledged process and structure, GCI’s execution against the ITIL methodology provides uniform, consistent & measurable milestones that can be reported on to clearly demonstrate value as well as improvement opportunities.



Service Transition

- Change Management Stages
 - Draft
 - Assess & Schedule
 - Approval (CAB)
 - Implement: Develop Record of Change (ROC), Technical Specifications, Test Procedures, User Acceptance Testing, Post Implementation Review
- Service Asset & Configuration Management
- Release & Deployment Management



Service Operation

- Day 2 Support (Ongoing)
- Global Managed Lifecycle Support Services
- SLA-Based
- Incident Management
- Service-Disruptive Events
- Problem Management
- Root Cause Analysis
- Resolution/Mitigation



Service Improvement

- Continual Service Improvement
- Governance
- Periodic Reviews and Reporting
- 7-Step Improvement Process
 - Define what to measure
 - Define what you can measure
 - Gather Data
 - Process Data
 - Analyze Data
 - Present and use information
 - Implement corrective action

Why Choose Global Convergence

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Our global deployment and network transformation portfolio offer clients:

- Site Survey and Assessment
- Architecture and Design
- Configuration to Order and Product Assurance
- Project Management
- Implementation and Global Transformation
- Onsite and Remote Staff Augmentation Solutions

Qualified Project Managers, Decades of Experience

GCI's project managers are highly qualified, and GCI has extensive experience in successfully deploying large, global and geographically diverse networks.

A Technology Support Partner to the Multi-National Enterprise

With our ability to provide seamless service delivery in over 170 countries, we can help meet your digital transformation goals on a global basis.

GCI designs, builds and executes an implementation plan allowing our customers to focus on their core business.

GCI – the best choice for customized lifecycle management, maintenance and transformation services for complex and distributed networks.

Governance as a Game-Changer

GCI delivers unprecedented value to its customers with an intense focus on governance and seamless alignment to internal processes.

GCI employs a consultative and highly collaborative approach to support business challenges. We listen. We respond. Our innovative and out-of-the box thinking drives process improvements and builds trusted partnerships with our customers.

GCI Certifications

GCI has invested in universally accepted standards and has achieved certifications for ISO 9001:2015, ISO 27001:2013, SOC 1 Type 2 and SOC 2 Type 2.

Additionally, GCI has certified for the EU-US Privacy Shield Framework program.

GCI was named to the prestigious 2019 MSP 501 List at #59.

Channel Futures.
MSP 501
2019 WINNER

Contact GCI Today

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