



HELPING IT ORGANIZATIONS ACHIEVE THEIR FULL POTENTIAL

## IT OPERATIONS

Whether it is compliance, cost-cutting, efficiency, or stability that is sought, OwlPoint's IT Operations Services can provide you the results you need to meet the difficult challenges of today's IT Organization. It is how effective an IT Organization operates that defines its benefit to the business, and OwlPoint can help your IT Organization stand out as a true asset to your Company.

### Organizational Success

After all of the strategic planning is completed and the process architectures have been defined, it is the way you operate your IT environment and the manner in which your people perform that defines the real success of the IT Organization.

IT Operations is the area where the costs savings and organizational efficiencies are realized. How you operate affects how well your services perform and defines what your customers think of you. It is important to ensure that the way you operate matches the strategic vision for the organization and the architectures that have been defined. Furthermore, IT Operations should be continually measured and improved thereby maximizing the effectiveness and minimizing the expense of the organization.

### Quick and Effective

OwlPoint has significant experience in helping organizations improve their IT operations. Whether it is implementing new ITIL processes and procedures, establishing a Configuration

Management Database (CMDB), determining how to manage the full lifecycle of IT Assets, improving how an operations center operates, or trying to maximize efficiency to meet Green IT goals, OwlPoint has the knowledge and know-how to get the job done quickly and effectively.

### Trust and Experience

Our consultants have the experience to be able to assist you with finding the best approach to the difficult IT operations challenges. Our solutions address all areas of operations, including personnel, processes, technology, and vendors.



# IT Operations Service Offerings

All of our services are customized to meet the specific needs of our customers. Although we have well-defined methodologies, our services are meant to provide individual assistance for our specific customers and not just provide some generalized advice

OwlPoint offers many services to help an IT Organization improve their operations:

## IT Operations

- Green IT Process and Procedure Definition and Documentation
- Process Management
- Operations Center Design/Improvement
- Operations Personnel
- IT Process Implementation and Training
- Configuration Management Database Design and Implementation
- Network & Systems Management Architecture
- ITIL/ITSM Training

## About Us

OwlPoint, LLC is an IT Management Consulting firm focused on Strategy, Governance and Operations services with specialties in the areas of Green IT, IT Service Management and ITIL. OwlPoint was founded on the principle of partnering with our customers. We believe in taking the time to understand our customers and provide services that quickly facilitate our clients' success.

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