



The Service Management Company



Hybrid cloud transformation

Leverage the benefits of Cloud Services
whilst maintaining control

Maximise the value of your ServiceNow® investment

We build on your existing ServiceNow® investment to deliver an integrated solution to hybrid cloud management. This ensures optimal alignment of IT supply and demand across technical, commercial and operational dimensions.

Optimise efficiency

Align and integrate Cloud IT Operations and IT Service Management into a highly efficient unified Operating Model.

Meet business demands

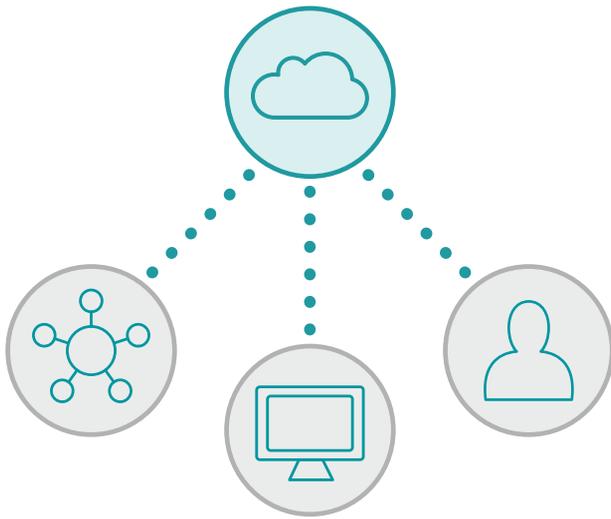
Ensure IT supply from the Cloud and IT demand from users is consistently aligned to deliver the required performance, efficiency and operational control.

Leverage technology

Maximise the benefits of technology in the automation of both IT Service Management and IT Operations Management.

TESM is a Gold Services Partner of





ITSM and ITOM alignment – cloud operating model

TESM has practitioner-based, real-world expertise in successful implementation of all aspects of IT Service Management in highly demanding environments. We understand the demands and requirements of global enterprise.

With decades of experience in architecting, engineering, supporting and operating large-scale IT infrastructure, TESM is proficient in organisational change-management and transformation.

TESM delivers:

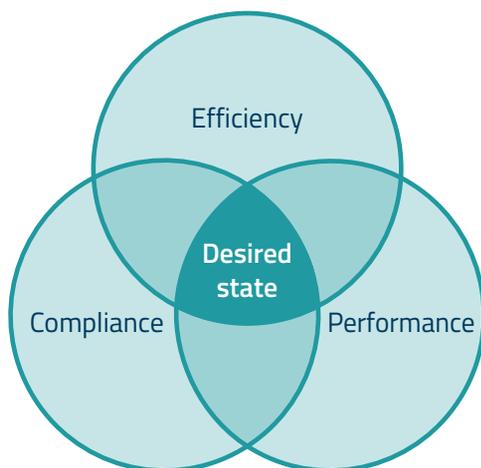
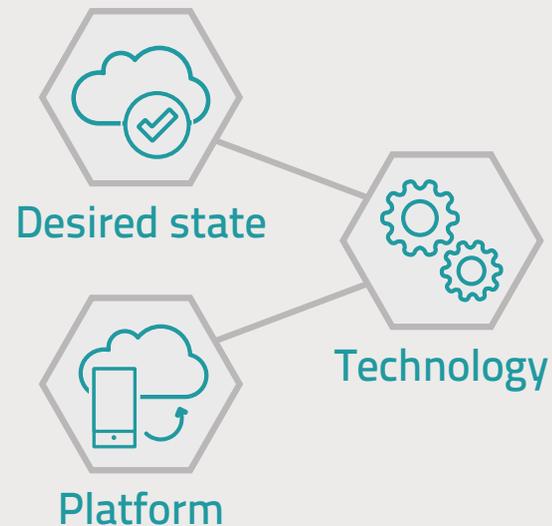
- Process definitions and organisation blueprints to execute process and people transformation to make IT Service and Operations Management functions 'cloud-ready'
- Clearly defined roles and responsibilities for all key functions within the operating model
- Transformation project execution and leadership

ITSM and ITOM tools – technology

Technology is a powerful tool with which to manage your cloud resources. TESM is proficient in using technology to manage and monitor leading cloud technology including Amazon Web Services, Microsoft Cloud/Azure and VMware.

TESM will deliver:

- A successful implementation of ServiceNow® Cloud Management Platform – including full integration with the ServiceNow® ITSM solution
- A user-facing cloud Service Catalog, with fully compliant governance and change control, to facilitate agile, flexible provisioning and management of cloud services
- Successful implementation of technology solutions to ensure maintenance of cloud services to ensure optimum performance, efficiency and operational compliance



ITSM and ITOM – maintaining a desired state

Your cloud resources should operate in an optimal desired state to maximise attainable benefits. With our deep industry experience and extensive knowledge of all evolving requirements in the dynamically changing world of cloud computing we can help you achieve this.

TESM can deliver:

- Ongoing governance services to ensure that your cloud resource responds effectively to evolving cloud services, regulatory requirements and business drivers
- Successful implementation and ongoing support of technology, guaranteeing optimum performance, efficiency and operational compliance of your cloud services



For further information on Hybrid Cloud Transformation please contact us: contactus@tesm.com +44 (0)203 874 6760 www.tesm.com