



It's your move...

Every day IT leaders are faced with a myriad of challenges: new business demands, production issues, investment requests, investment constraints, and on and on. For Service Management to keep pace a clear path forward is needed. The question is, what move do I make?

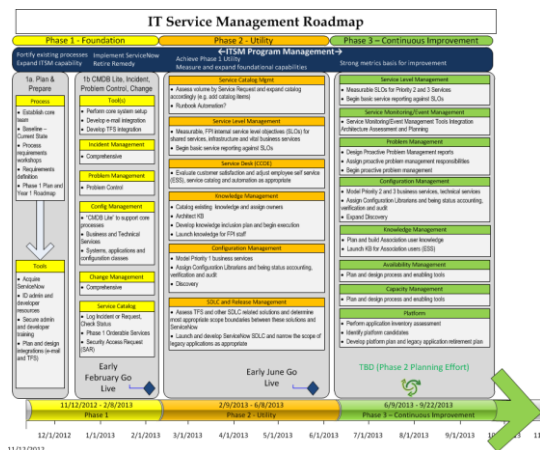
Covestic's IT Service Management **STRATEGY** service provides a comprehensive set of actionable objectives and a roadmap for execution that will guide your Service Management program to achieve measurable outcomes that meet today's challenges and proactively stage you for success going forward. Defined, strategy is a *plan* that outlines how an organization will meet a designed set of objectives. Good strategy seeks to move from

one situation to another in response to a number of internal and external variables. **STRATEGY** defines your next move.

IT Service Management is ultimately about aligning the delivery of IT Services with the defined needs of the business as efficiently & effectively as possible.

Being seen as an enabler of business process innovation and optimization rather than a Cost Center is well within reach of every organization.

The emphasis is on business alignment and addressing your organization's unique situation. Ever been handed an inch thick document and told, "I filled out some surveys and downloaded this from XYZ consulting – cost us ten grand, make it happen"...good luck with that. Guided by a decade's worth of hands-on Service Management experience, Covestic's IT Service Management **STRATEGY** service **rapidly provides** what you cannot get from whitepapers, surveys, or boiler-plate reports; **a realistic, actionable strategy tailor-made for your organization.**



Covestic works with organizations to define an IT Service Management **STRATEGY** as a means to an end. As the basis for success the outcome must be a clear and compelling vision for the new IT organization, leaving behind the “Cost center” role of the past, serving instead as a purveyor of competitive advantages. The IT department becomes the source for creative solutions for optimizing business processes through innovative use of advances in business technology, solving real business-focused problems and achieving tangible results as measurable improvements in bottom-line profitability.



Covestic's IT Service Management **STRATEGY** service **is delivered quickly - weeks not months**. Whether you are a leader new to the organization in need of an unbiased, tool-agnostic view of your organization or you need to kick-start improvements, the **STRATEGY** service will rapidly provide the right move!

Let's Begin

We're passionate about working with our customers to achieve tangible business value from Service Management. **Our goal is to help you achieve measurable outcomes and to maximize return on your ITSM program.** Contact us at (425) 803-9889 or info@covestic.com for a **STRATEGY** discussion.