

Welcome to Excipio's IT transformation solution for service offering management, depicted by the solution process diagram below. Regardless of the service offering, our solution can be configured to provide critical executive-support information necessary to manage the business impact of change in service offerings.

Background Service offering management is your menu or catalog of services provided to the end-user community. This defines the extent of your IT capabilities, policies, service levels, price-point and support commitment. The development and administration of a service catalog requires significant insight into application requirements, technology infrastructure, cost allocations, terms-of-service arrangements and performance-support commitments. Typically, IT management and staff do not have the depth and breadth skills to analyze these disciplines and develop the service offering commitments required to fulfill end-user requirements.

Where do we start? We intuitively begin with a review of both your current customer requirements and operating environment. From there we build cost models and performance-capacity constraints to determine the extents of service level commitments and support capability.

Our Mission is to provide an in-depth third party review with attention to balance, accuracy and completeness. Excipio is vendor neutral we do not sell or refer technology, support systems or related services thus we can be completely objective in our analysis and recommendations.

Our Scope for service offering management includes;

- Service catalog description and availability
- Customer Support Services
- Cost Recovery Definition and Process
- Service Level Agreement and Measurement
- Disaster Recovery, Security and Integrity
- Request Process

Our Approach consists of project processes, decision support methodology, surveys and analytics to determine;

- current state assessment
- market comparisons
- future state strategies
- next steps, change plans and
- follow-on sustainability

Why is this solution needed? This solution is needed to justify IT capital budgets and operating expenditures for service offering required to meet the requirements the business. This level of analysis and insight requires considerable service offering insight, IT operations experience and financial analysis. Given the operating costs and impact on business operations, improved strategies and management of service offerings is an untapped opportunity for most organizations to improve service delivery.

The result is a service catalog design, which offers definition, a cost allocation model, performance commitments, detailed policy declarations and service request processes.

For more insight into the success of our clients please contact us for a straight-forward discussion on how our solutions could dramatically optimize your IT technical resources.

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