



smart service integration

Cloud Service Practice

How to save money and increase quality with ITSM Cloud Services

Ing. Martin Pscheidl, MBA, MSc

www.solvedirect.com

For more details ...





SolveDirect Green Book

Cost Saving Analysis

Version 5.6.1



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 Authors: SolveDirect

Solvedirect is a cloud application used as a central hub to integrate service partners and their processes in service outsourcing projects. Using a central hub leads to higher process quality and cost savings. The document explains the major use case for SolveDirect as central hub and compares this method to alternative methods. Savings potentials, TCO and break even are calculated comparing SolveDirect costs to the costs of 3 alternative methods. Additionally the process quality improvements when using a central hub are described. Cost analysis and comparison between using SolveDirect as cloud application and installing SolveDirect on-premises is calculated in detail.

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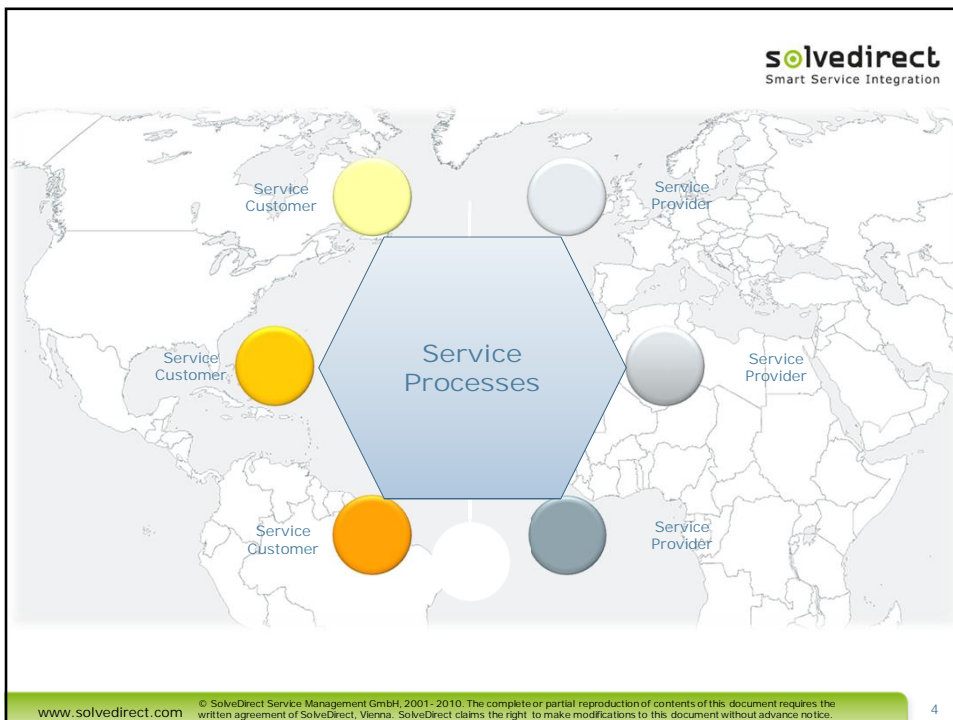
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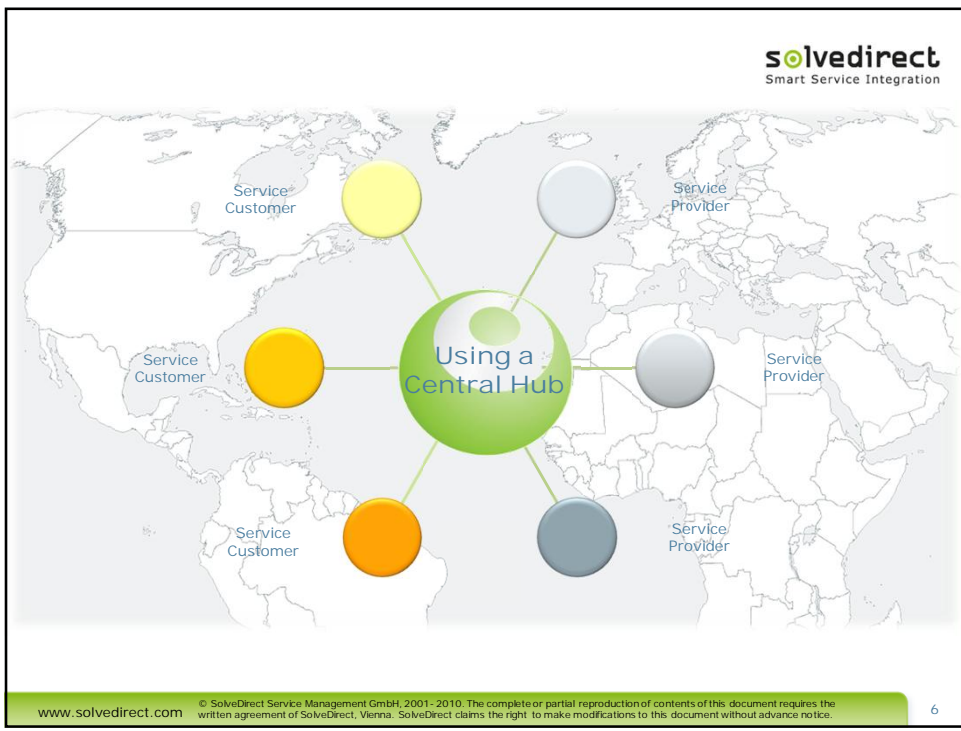
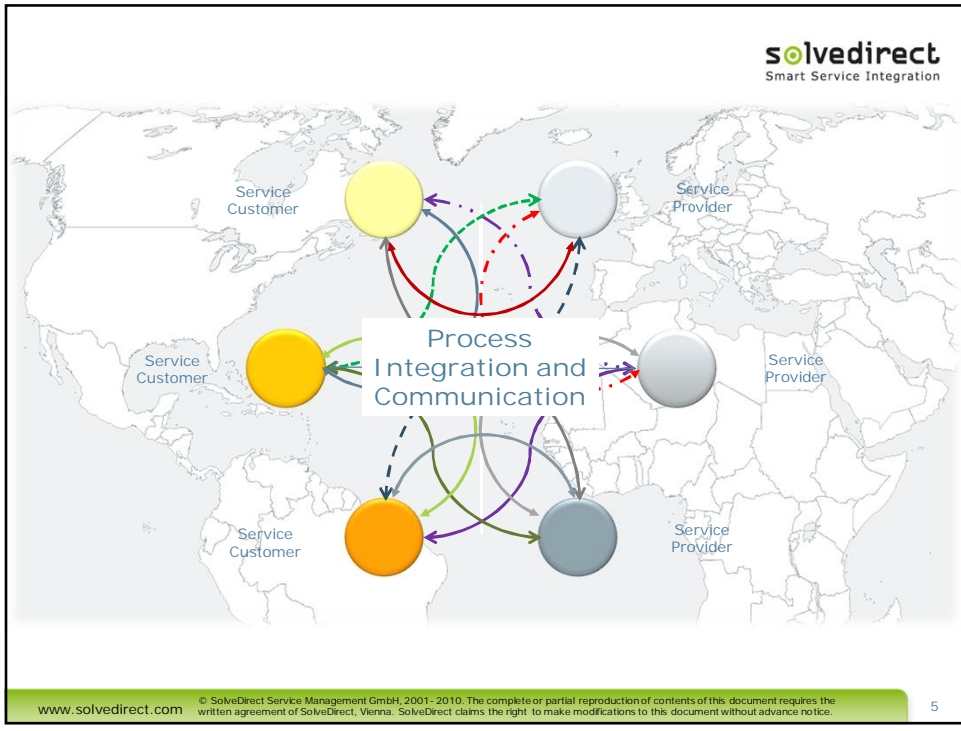


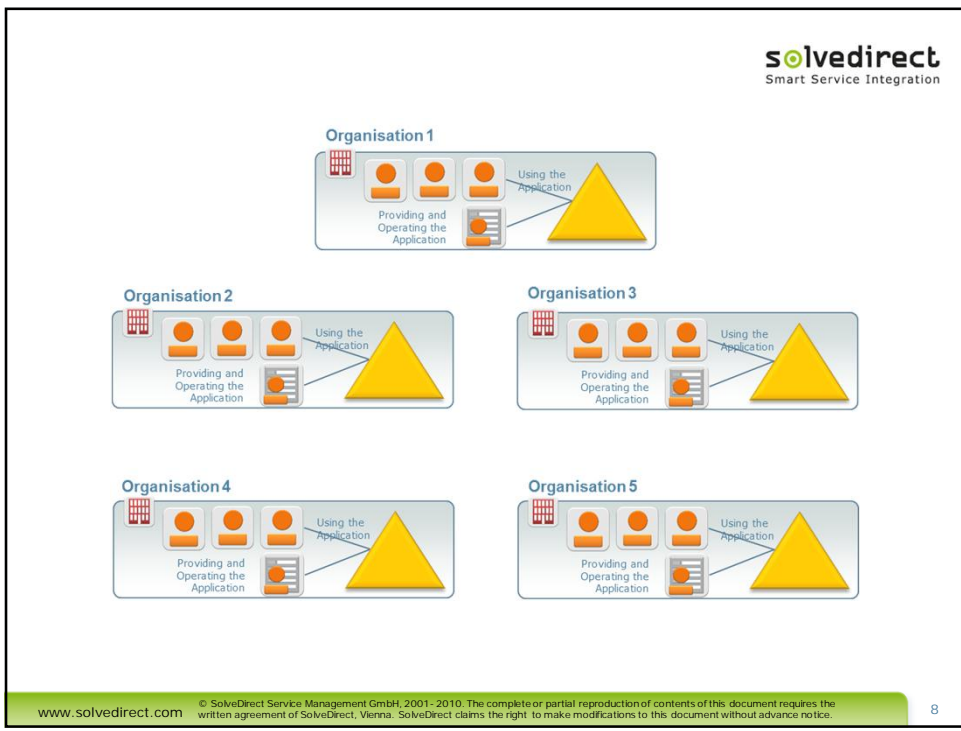
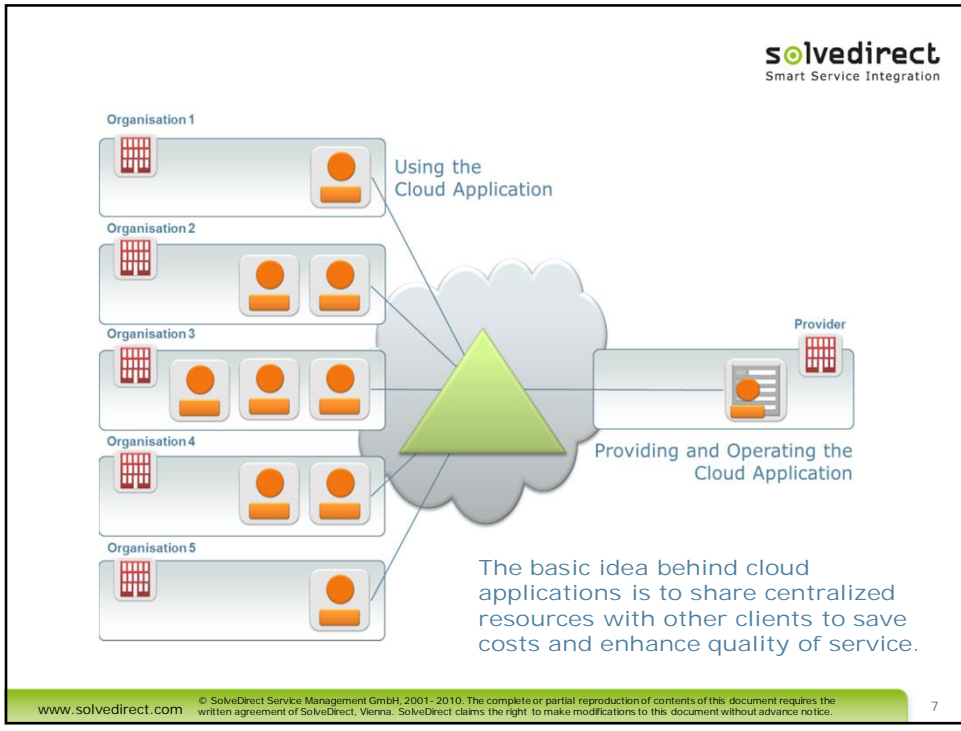


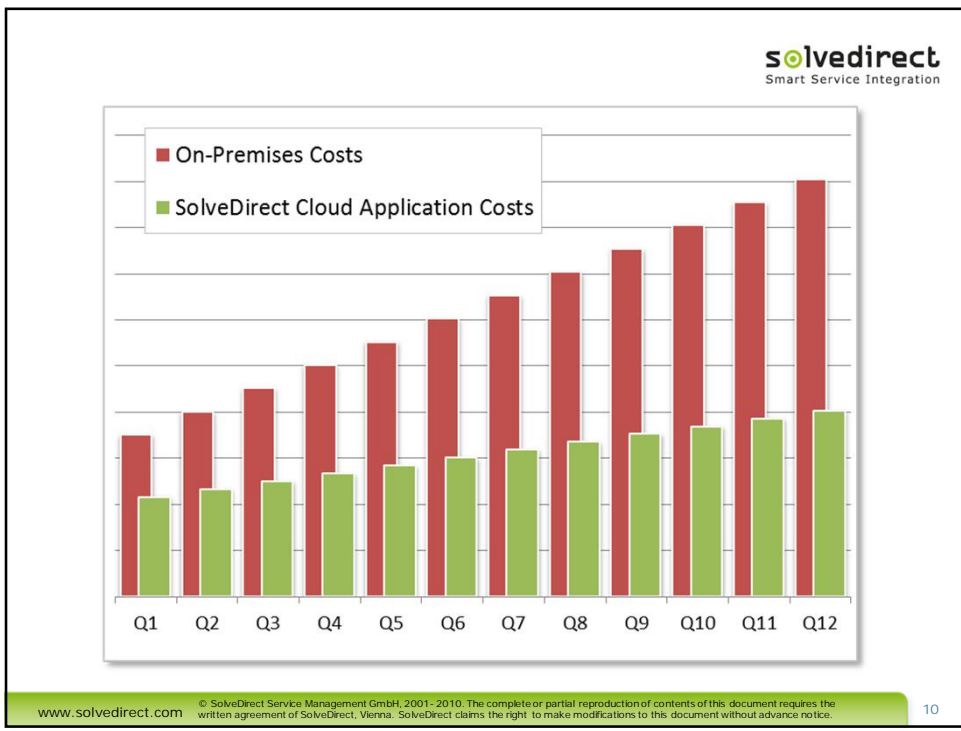
Agenda

- ⦿ Integration challenges in multi sourcing IT services
- ⦿ Technology may enable better collaboration
- ⦿ Why using cloud applications?
- ⦿ Cost savings using a central hub in the cloud
- ⦿ Quality advantages of integrated service management







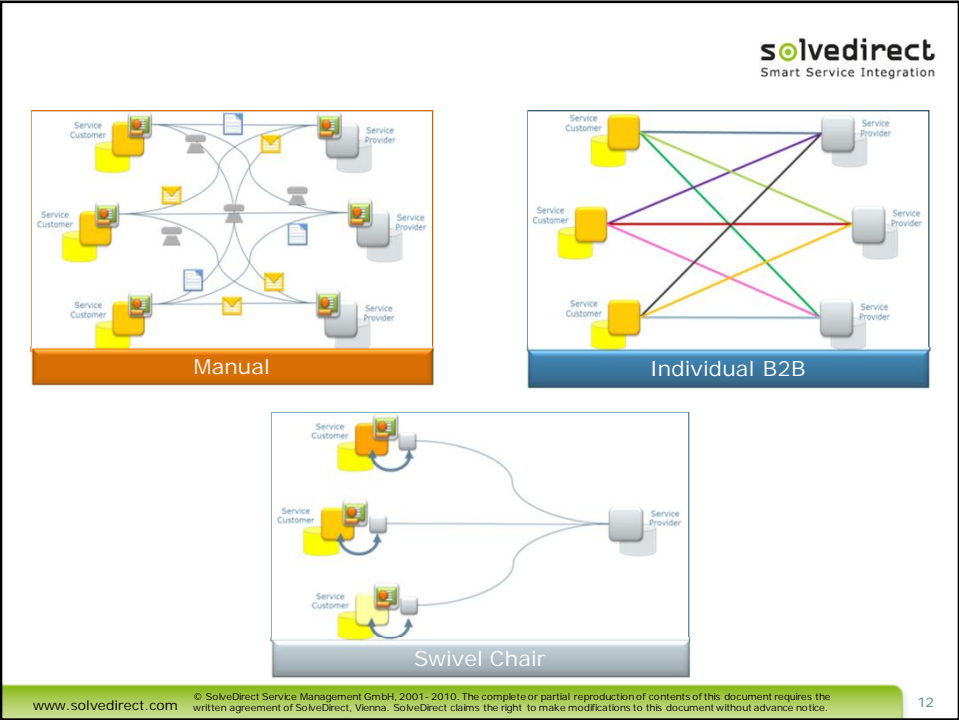


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You can achieve by using...

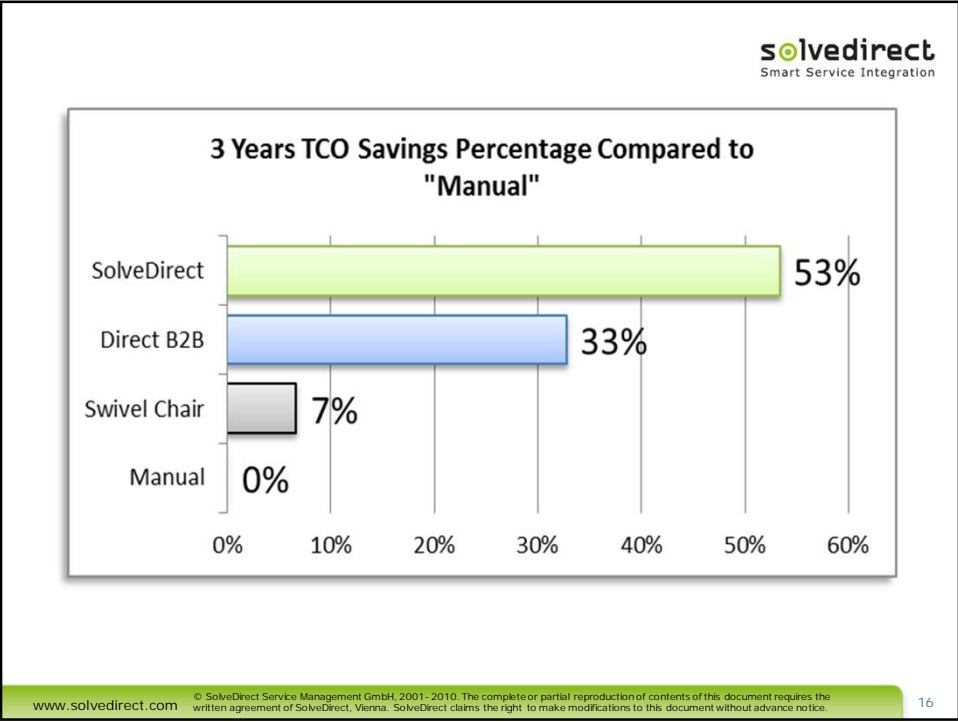
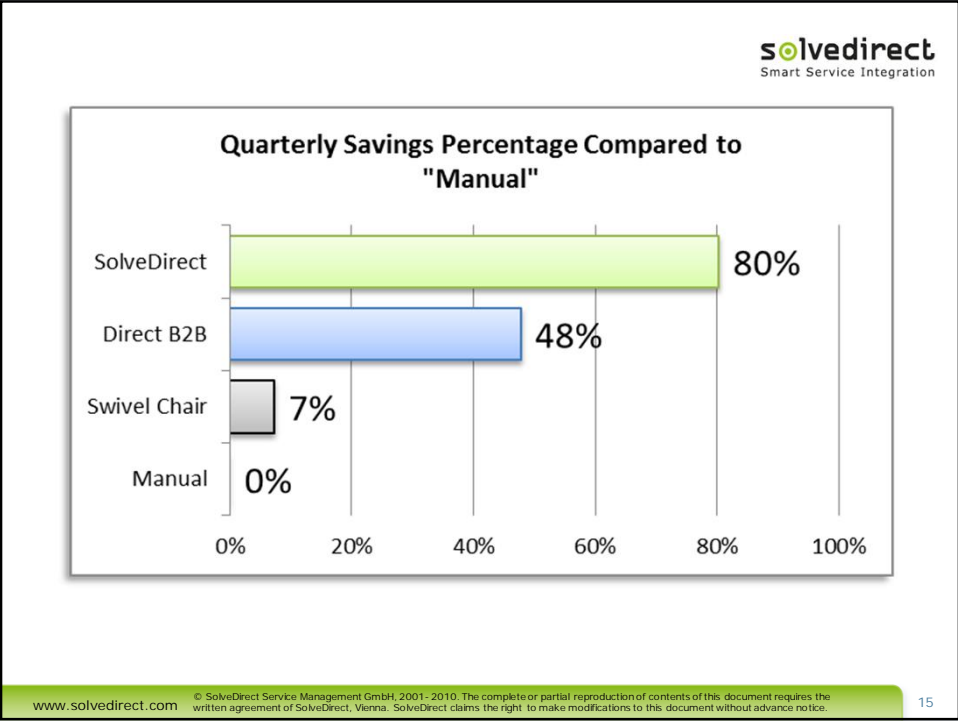
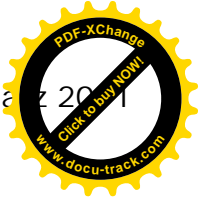
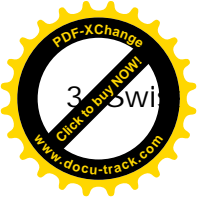
	On-Premises	SolveDirect Cloud Application
Quarterly Costs Savings more than:	-	60%
TCO Savings (3 Years Cost of Ownership) more than:	-	50%
Device and location independence	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Multi-tenancy	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Reliability	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Scalability	\$	<input checked="" type="checkbox"/>
Performance	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Security	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Metering and Monitoring	<input type="checkbox"/>	<input checked="" type="checkbox"/>
No Hardware	-	<input checked="" type="checkbox"/>
Zero Internal Maintenance Effort	-	<input checked="" type="checkbox"/>
Zero Personal Support Costs	-	<input checked="" type="checkbox"/>
Time to Deployment	Months	Instant
Time to Value	Months	Weeks
Time to Complete an Update	Weeks	Instant
Customers on latest Release	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Integration	\$	<input checked="" type="checkbox"/>

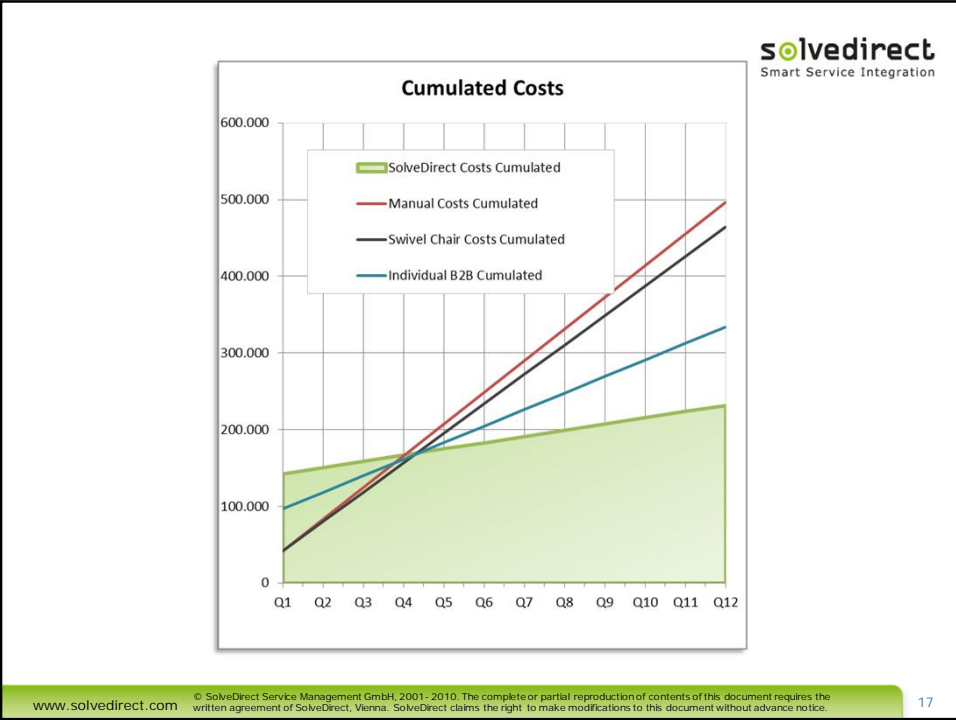
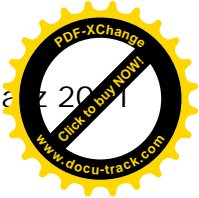
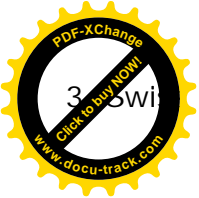
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Smart Service Integration
- Automated communication
- Reduction of manual effort
 - Reduction of costs for technical operation
 - Reduction of education costs
 - No cost for additional client licenses
 - Lower Costs for Migration or new Integration of Partners
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You can achieve by using...	Manual Communication	"Swivel Chair"	Direct B2B	SolveDirect
Quarterly Costs Savings by up to:	-	7%	48%	80%
TCO Savings (3 Years Cost of Ownership)	-	7%	33%	53%
Automatic communication in both directions	-	-	■	■
Near real time escalation and updates	-	-	■	■
Both organisations use their own processes and ITSM applications	■	-	■	■
No manual effort on both sides	-	-	■	■
Easy and flexible integration using existing interfaces	-	-	-	■
One interface to all service partners	-	-	-	■
High data quality due to the usage of the original service request data and taking advantage of a seamless communication.	-	-	■	■
High process quality when both partners use their own applications and implemented service processes.	-	-	■	■

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Questions?

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SolveDirect Solutions

B2B Integration - SolveDirect BRIDGE

Connect all partners and systems via one central hub to ensure continuous workflows, effective communication, and accelerated service processes.

SaaS Service Desk – SolveDirect SD²

Flexible solution for efficient Incident, Problem, Change, Release, Configuration und Service Level Management with integrated reporting.

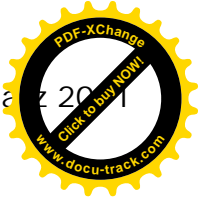
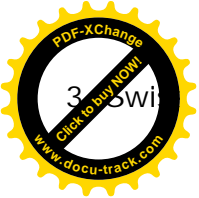
Enterprise ITSM - SolveDirect CUBE

All-in-one solution for efficient Enterprise Service Management enabling comprehensive service automation and detailed management oversight.

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Our Customers Today

As per: Q4/2010 (excerpt)

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Satisfied Customers

SolveDirect BRIDGE

"Spar manages the external incident management already since 2001 successfully with SolveDirect BRIDGE. The B2B integration accelerates processes and increases transparency. Continuous workflows and efficient collaboration with our service providers optimizes the branch support."

Roland Hahn, Head of Department computer science and communications technology

"With a fully automated data exchange of orders with SolveDirect BRIDGE a consistent ordering process was implemented with customers. The centralization of data and order management has improved efficiency considerably."

*Andreas Windhab, T-Systems International GmbH
ICT Service Delivery Management GenO & S-Finance Group
Service Delivery Manager Fiducia IT AG*

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