Achieve SERVICE EXCELLENCE with Sensiple's ITSM Consulting and Advisory Service

As digital and customer experience transformations are happening in all the industries, there is a pressing need for a technology support team to constantly evolve to support and manage the technological components and users. Often the business expects IT to be able to ramp up as quickly as possible which necessitates technology support team to have all the right support tools in place along with mature processes and manual operation reduction. While the technology team works towards addressing the rapidly changing business needs, it becomes easy for an organization to lose track of the ongoing support planning aspects, tool silos mitigation and long term service improvement or operational plans.

Sensiple understands such challenges faced by technology teams and offers services that helps organizations in meeting the needs of the business while making sure that the right processes and support tools are available for uninterrupted ongoing service management.

Current State Assessment

A service that helps organizations in getting an unbiased perspective of the current state of support processes, tools and human resource talents that are behind the services provided to address business needs. Sensiple's assessment outcomes help organizations in finding the starting point for service improvement, need for any tool investments or transformations. Our team brings in years of experience in service management and IT support organizational transformations along with relevant certifications.

Focus Areas

- People [SFIA based skill gap assessment, resource allocations, career path]
- Process [IPCC Maturity, adherence, metrics, KCS evaluation, BCP,DRP]
- Technology [ITSSM, ITOM, Integrations]

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Transformation Roadmap development

Some organizations are well aware of the current state of their technology service management and support maturity. However to keep up with the changes and demands from business, organizations still need assistance in research, tactical and strategic roadmap development or business case development to secure funding from leadership. Sensiple recognizes such needs and our transformation roadmap development service focuses on bolstering such organizations in need.

Focus Areas

- ITSM maturity roadmap & business case development
- Self-service strategy development [KCS Strategy]
- Tools evaluation RFP management
- Technology consolidation plan development

Program/Project Management

Service management and implementation initiatives are sometimes one among many projects that gets bestowed upon technology support leadership teams. Balancing the daily operations management and a transformation initiative might not be an ideal solution all the time. In such cases, Sensiple's ITSM services team members can work closely with the technology leadership to primarily focus on working with internal and tool vendor teams to successfully manage such transformation initiatives.

Focus Areas

- New ITSSM tool implementations
- On-Prem to cloud or vice versa migrations
- Vendor migrations
- Vendor contract negotiation assistance
- Licensing strategy development

Ondemand Advisory Services

Not all organizations have or need a dedicated service management office to manage the service management initiatives or define and govern standard process models. Sensiple's on-demand advisory services for service management has pre-defined prepaid advisory service packages to provide thought leadership, research and decision making assistance as needed by executive leaderships. As needs differ based on organizations, we will work with the executive leadership teams to understand the situation to propose the right prepaid package.

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