

## >> KEY FACTS

*Business Service Management (BSM) means being able to do the following:*

- > Link IT-supported business services to related business processes
- > Link business-focused IT services with the underlying IT infrastructure
- > Map dependencies dynamically with automatic updates after changes in the IT topology
- > Monitor and safeguard mission-critical business processes and their supporting applications
- > Assess the availability and quality of your IT services from the customer's perspective
- > Clearly depict the value-added contribution of IT to your overall enterprise.

*Valuation is both a modular and highly integrated suite of tools. It provides all key components necessary for implementing business service management.*

## Business Service Management

Increasing cost pressures, greater technical complexity and the constantly growing dependency of business processes on IT systems all add up to one thing: the need for greater transparency. The contribution of IT to the overall success of your company and its role in creating added value must be readily measurable and evident – from the perspective of customers and end users. Business Service Management (BSM) supports the transformation in IT from being centered on technology to being focused on processes and customer needs.

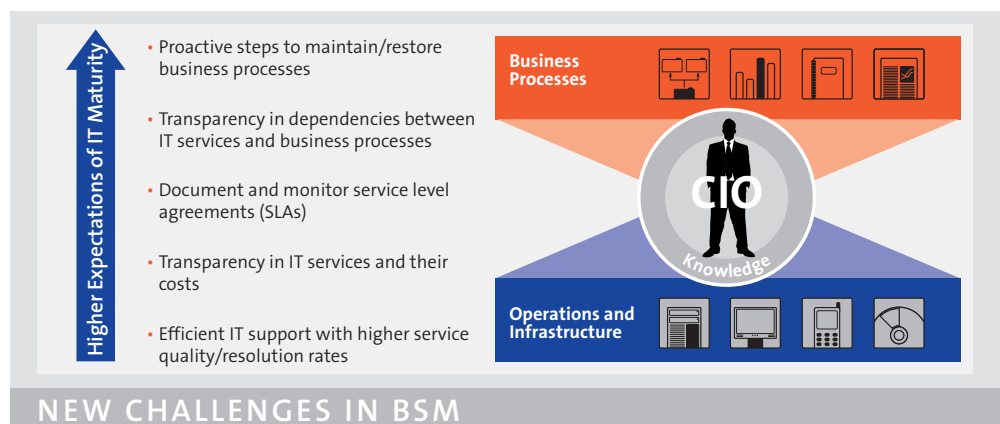
### > Safeguarding mission-critical business processes

The critical factor here is achieving close coordination between the IT and the business in providing customer-oriented services that are set forth in service level agreements (SLAs). These SLAs, along with key performance indicators (KPI), are used to measure the availability of business processes

and applications. Mission-critical IT services are subject to constant end-to-end monitoring from the perspective of your customers and end users.

Valuation provides the foundation for BSM through the following features:

- Well-established, proven IT service processes based on ITIL®-compliant best practices
- A configuration management database (CMDB) that truly reflects the current status of your IT infrastructure
- Automatic mapping of IT services with IT components
- High transparency over resources, risks and costs
- Efficient, reliable monitoring of business services by means of Event & Availability Management
- Support of management with KPIs in dashboards and reports.



### > Infrastructure Management

With Valuation, you'll enjoy full transparency over your entire IT infrastructure and support the entire life cycle of your IT assets – from initial inventorying, to placement in service, moves and changes on down to ultimate disposal.

#### Your Benefits:

- At any time, you'll know which hardware and software components are installed at individual locations and workstations.
- You'll maintain secure, audit compliant records proving that you hold the requisite software licenses. At the same time, you'll avoid costly over-licensing.
- In the event of a fault or malfunction, you'll have ready access to detailed IT configuration data and the relevant maintenance and warranty agreements.
- You'll automate your purchasing and contract management processes and cut costs by greater bundling of procurement activities.

#### Modules:

- Asset Manager
- CMDB Manager
- Contract Manager
- SAM/License Manager
- Procurement Manager

#### Integrated OEM solutions:

- Valuation Inventory based on BDNA Technology
- Valuation Dependency Mapping based on Tideway Technology

### > Financial Management

With Valuation, you'll get a complete overview of your IT costs for the current, previous and upcoming fiscal periods as well as a survey of your current budget situation. You'll have detailed data available to facilitate IT service cost calculations and cost allocations.

#### Your Benefits:

- You'll be able to identify and manage your IT costs in an active manner. What's more, you'll get information on changes in cost centers, cost objects and types of costs, all updated daily.
- You'll stay well aware of your current budget situation and be automatically informed of potential budget overruns – before you go ahead and make any further acquisitions.
- You'll be sure to charge IT costs back depending on consumption, thus increasing awareness and promoting the responsible usage of IT resources.
- You'll be able to calculate IT service costs by means of simulated planning of purchase quantities and their costs and provide your customers with transparency over price structures.

#### Modules:

- Planning/Calculation Manager
- Costing/Charging Manager
- Valuation Dashboards

### > Event and Availability Management

Valuemation supports you in matching your service quality with the individual needs of your customers. In Service Level Agreements (SLAs), you'll describe in detail the terms and conditions applying to given IT/business services and establish the metrics to be used to measure compliance with service availability and quality standards.

#### **Your Benefits:**

- You'll have reliable status reports on the availability of your services – from the perspective of the customer/end user.
- You'll have automated monitoring and documentation proving your compliance with SLAs.
- You'll receive automatic notifications in the event of faults or malfunctions. With graphical depiction and targeted troubleshooting, you'll be able to better interpret the cause of a fault or malfunction, allowing you to correct it much faster.
- You'll be able to keep a close eye on mission-critical business services, process chains as well as IT systems/applications and to proactively intervene to prevent outages from occurring.

#### **Modules:**

- Monitoring Manager, based on ZIS-System
- Service Level Manager

### > Service and Change Management

Valuemation provides you with a service-desk solution that will help you to identify and correct faults and malfunctions more efficiently and faster thus ensuring the continuous availability of your IT/business services. Users can choose and apply for IT services and components from a personalized catalog. You'll be able to speed up your processes and lower service costs by applying highly integrated features.

#### **Your Benefits:**

- You'll increase customer satisfaction through greater quality and efficiency at your service desk.
- You'll recognize risks and correct errors before they're even noticed by users.
- You'll cut procurement and subsequent costs through adherence to defined standards.
- You'll increase the quality of your IT services since only authorized changes can be applied.
- With the optionally available USU KnowledgeCenter, you'll be able to document your solutions in an easy and economical way, dramatically shortening the problem-solving process.

#### **Modules:**

- Incident Manager
- Problem Manager
- Change Manager
- Service Request Manager
- Valuemation Dashboards
- USU KnowledgeCenter

## >> BENEFITS

Valuation supports your BSM processes by allowing you to:

- > Align your IT services with your business requirements
- > Assign IT service costs to related business processes
- > Analyze faults and malfunctions faster and correct them promptly
- > Minimize risks associated with changes because you are well aware of critical dependencies
- > Assess the availability of your IT services from the customer's perspective.

Valuation is based on ITIL®-compliant best practices. Transparent and efficient processes will increase your return on IT, make combined, correlated information available to IT managers and business decision-makers and, in doing so, demonstrably lower your IT costs over the entire service lifecycle.

## > Valuation – Your Bridge Between IT and Business

Valuation offers you a comprehensive, ITIL®-compliant BSM solution. You can either integrate individual modules into your existing IT topology or deploy a comprehensive solution across the board.

### > Here's why our customers have chosen to go with Valuation:

#### Rapid return on investment (ROI)

Fast, measurable success due to short project times, immediately deployable ITIL®-compliant best practices and well proven USU process models.

#### Future-Proof Investment:

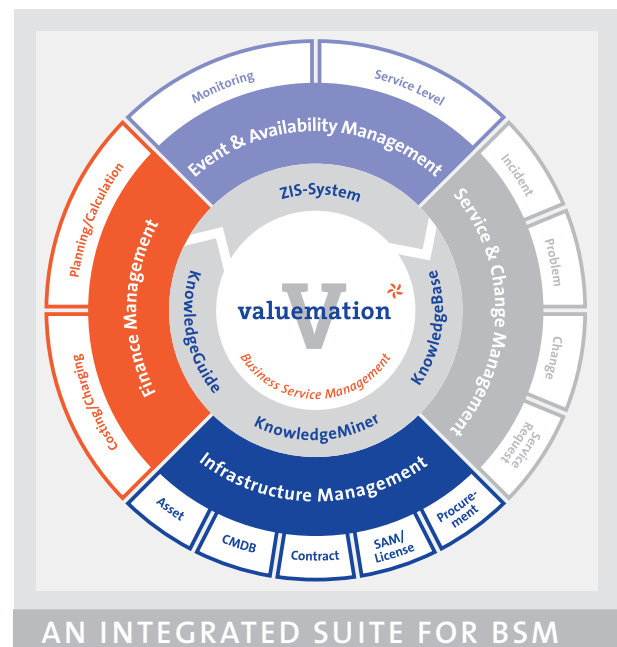
An open architecture and a flexible licensing model permit gradual, step-by-step deployment with high scalability.

#### Flexible and Individual Approaches:

Preconfigured interfaces, classifications, processes, roles and access-rights etc. can all be customized as needed.

#### A Proven, Well-Supported Product:

For over 30 years, our experience as consultants and developers has helped us to earn the trust of our customers and promoted prompt implementation of new ideas.



#### References:

Valuation meets the highest user standards in the greatest variety of application areas and business sectors. This has been confirmed by highly respected industry analysts as well as our customers all over the world.