

ENTERPRISE QUALITY
IT SERVICE MANAGEMENT
FROM ONLY **£1000 A MONTH**



Pirean

Your Vision. Our Focus.

IBM Tivoli Foundations Software Appliances Brought to your business by Pirean

**Best of breed IT Service Management for the
mid-market, where it really matters.**

In the competitive marketplace today, IT costs can account for up to 50% or more of total capital expenditure. How to see a return from this investment is a key issue in every organisation - none more so than for mid-sized business. With the marketplace becoming a maze of solutions the risk of taking a costly wrong turn at the changing demands of your business is only growing.

Until now the best solutions to address IT Service Management challenges have been the exclusive domain of the large enterprise. But all this is about to change.

Introducing IBM Tivoli Foundations Software Appliances: affordable and assured enterprise quality IT Service Management for the mid-market, where it really matters.

Together with Pirean's AAA Accredited services for IT Service Management and Security, IBM Tivoli Foundations Software Appliances ticks all the right boxes to underwrite and expand your infrastructure:



Reduce operational costs and guarantee ongoing ease of maintenance.



Easily support your business through growth and change with an extensible solution.



Reduce time and resources for installation and configuration.



Provide integrated disaster recovery and availability management for solution performance and stability.



Reduce time to value and enhance capability through Pirean's AAA Accredited Services and Support offerings.



Increase confidence in your IT infrastructure with a best of breed solution built on IBM Tivoli Software.

Built from the ground-up on **IBM Tivoli Software** and designed exclusively to aid the IT system performance of mid-size business, **IBM Tivoli Foundations Software Appliances** provide professional IT Service Delivery capabilities, giving mid-sized business the assurance that an enterprise class solution is in place to monitor and maintain the IT systems driving it forward.

Your Solution. Assured.

IBM Tivoli Foundations Software Appliances are swiftly and effectively deployed and managed by Pirean, a leading AAA accredited IBM Premier Business Partner for IT Service Management and Security.

With IBM Tivoli Foundations we can help you take away the problems that managing the IT infrastructure brings with it, such as software configuration and patch management... in short all of the associated costs of a solution that you would otherwise be committing your company to.

The first two IBM Tivoli Foundations Software Appliances cover two core facets of effective IT Service Management:

IBM Tivoli Foundations Application Manager Best of breed Systems Management

Few mid-sized businesses have a single view of their IT environment. However, the benefits of implementing a centralised solution for the monitoring of performance and utilisation are clear. With the right solution, you can significantly reduce risk and remove time consuming and unreliable manual processes.

IBM Tivoli Foundations Application Manager enables you to comprehensively monitor, alert, and report on the performance and availability of the server operating system, databases, and email applications, ensuring manageability of resources and automation to relieve the burden of manually monitoring the IT environment.

IBM Tivoli Foundations Application Manager provides enterprise-level discovery and centralised visibility of the IT environment, giving your business the most comprehensive monitoring capabilities in a single solution: Simple, easy to install and with one interface for your entire estate.

With IBM Tivoli Foundations Application Manager you can quickly underwrite the services your business provides and remove the risk of degraded system performance through over-utilisation or poor system stability

IBM Tivoli Foundations Service Manager ITIL compliant Service and Helpdesk Management

Few organisations traditionally operate more than a hotline for a service desk, backed up by adhoc controls and manual processes to allocate and record incidents. But implementing a centralised solution for incident and problem management can significantly reduce time to resolution and free valuable resources.

IBM Tivoli Foundations Service Manager helps your organisation deliver automated service desk capabilities to identify and respond to performance issues faster and more accurately through IT Infrastructure Library (ITIL®) aligned service request, incident, and problem management processes. Foundations Service Manager also enables your organisation to reduce the workload on IT support staff through a self-service and knowledge management portal that helps end-users proactively address their own issues.

With a focus on Quality of Service, IBM Tivoli Foundations Application Manager enables you to quickly underwrite the services your business provides and removes the risk of degraded services through over-utilisation or poor system stability.

The case for a single solution

In these difficult economic times, mid-size companies face a constant challenge to deliver innovative business-winning services. As the backbone of modern business these services stand or fall on the performance of the IT supporting them.

Together, Pirean and IBM Tivoli Foundations Software Appliances provide the most cost-effective and simple way to both manage mission critical systems and ensure quality of service. All of this from a solutions delivered in a single box managed and maintained remotely by Pirean.

Lotus Foundations

IBM

All the benefits of an enterprise class solution in one box.

- Ensure manageability of resources and automation to reduce downtime and relieve the burden of manually monitoring the IT environment.
- Real-time and historical views allow you to optimize resource and reduce cost. At the same time, event alerts and reports help reduce risk.
- Integrate with other Tivoli appliances to provide complete end-to-end management of the IT environment.

Solution Assured Managed Services

When deciding how best to invest their budget, every IT Manager is faced with the same juggling act: How to be robust, yet innovative; future facing yet backward compatible?

Pirean's Solution Assured Managed Services remove the burden of paying for this investment in-house and subjecting your staff to the learning curve and support headache that this entails. With best in breed solutions tailored to your individual needs, Pirean Managed Services operate your IT solutions on your behalf and can help take away all associated management problems, such as hardware investment, software configuration, monitoring and internal support.

Through our Solution Assured Managed Services portfolio, we focus on ensuring that you get best of breed IT Service Management from your Tivoli infrastructure, providing stability; taming costs and ensuring your solution is always focused on your business.

To find out more about Pirean's Solution Assured Managed Services, contact your Pirean representative.

**To find out how Pirean can
enable your enterprise
visit www.pirean.com
or email info@pirean.com**

London:

Pirean Limited,
One Canada Square,
London.
E14 5DY

Edinburgh:

Pirean Limited,
Conference House,
152 Morrison Street,
Edinburgh,
EH8 6EB

Hampshire (Head Office):

Pirean Limited,
Faretec,
Cams Hall Estate,
Fareham,
Hants.
PO16 8UY

TEL: +44(0)845 226 0542

FAX: +44(0)845 226 2742

Pirean US:

Pirean Inc.
75 Arlington Street,
Suite 500,
Boston,
MA 02116.

TEL: 1-617-880-8020

FAX: 1-617-849-5553

Your Vision. Our Focus.

Pirean is a leading systems integrator and consultancy delivering real-time business and service assurance through solutions for infrastructure and application management.

Working in partnership with Pirean, your business will quickly realise the full potential of your technology infrastructure. We focus on helping our clients to achieve their business goals and providing them ongoing support through proven capabilities in:

- Business Consulting
- Technology Consulting
- Software Development and Application Delivery
- Tailored Managed Services and Solution Assured Support

We deliver the visibility, control and automation capability that you need from your infrastructure and applications to deliver robust, highly available and streamlined business services while managing risk and compliance.

Our unique blend of services and capabilities enable us to help you take a strategic view of your business; where you are, where you want to go and how to better leverage the resources you have to get there.

Pirean are one of Europe's Leading IBM Premier Business Partners, having been awarded IBM Tivoli's AAA Accreditation for both IT Service and Security Management portfolios.

Accolades include the IBM 'Business Partner Innovation Award' and 'Beacon Award Finalist – Outstanding Service Management Tivoli Solution' in 2008 and 2009 respectively.

We deliver expert support for Infrastructure, Service and Security Management platforms using IBM technologies throughout the life of your solution from design and build through delivery and into ongoing performance improvement and support.



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