

IBM Tivoli 2008
Business Partner Innovation Awards
WINNER
Pirean
(Service Management Integration Tool)



PIREAN
Together We're Smarter.

Ready for



Pirean Service Management Integration Tool
Systems Integration Made Swifter And Smarter

The gap between the complex systems which manage business critical processes and the service desk can create a huge drain on costs and technical resource.

Implementing an automated, scalable and secure manager for messaging and integration between your infrastructure and service desk quickly provides the assurance you need that every incident and service request is automatically raised, monitored and managed.

Pirean's Service Management Integration Tool brings together the information from your enterprise infrastructure and automatically manages the incident and request lifecycle with your Service Desk.

Pirean's Service Management Integration Tool provides out of the box integration for your enterprise infrastructure and Service Desk.

Key features include:

- **Support for the IBM Tivoli Service Management suite** – with correlation to ensure One Incident, One Ticket.
- **Support for IBM Tivoli Identity Manager** – providing an automated correlation capability for Request, Authorise and Provisioning requests between ITIM and your Service Desk.
- **Advanced capabilities to manage prioritization, resolution group assignment and escalation.**
- **A best-fit rules engine, allowing the application to make intelligent decisions on how to handle the same events from different systems.**
- **Automated synchronization between the source systems and your Service Desk** – ensuring problem resolution or request completion detail is updated at both points.
- **Interfaces for Desktop and Blackberry devices** - providing details of all current events, associated incidents, problems and service requests.

One of the key challenges facing organizations today is how to integrate complex infrastructures with the Service Desk. Pirean's Service Management Integration Tool provides a point solution for closed loop incident and service request tracking, synchronizing the service desk and source system.

Historically service desk integration has been complex, ungainly and time consuming.

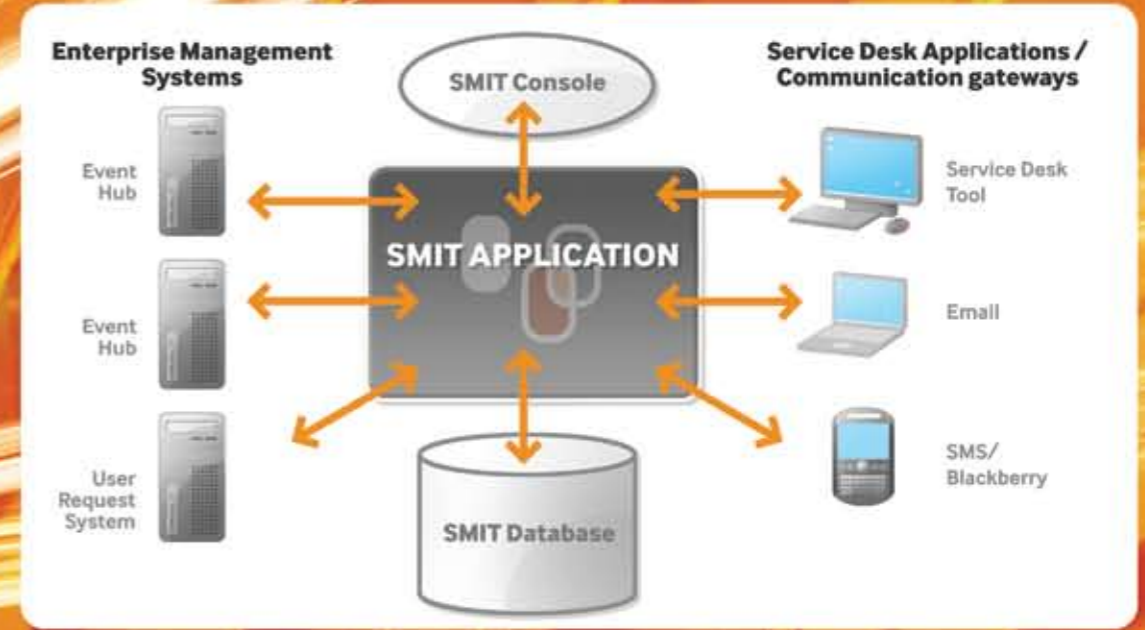
Pirean's Service Management Integration Tool is designed to provide a secure, robust and reliable backbone for integration between your enterprise systems and Service Desk. Where previously mission-critical integration relied on scripts and home-grown solutions, Pirean provides a management platform for Service Desk integration.

As organizations of all sizes embrace IT Service Management, the ability to intelligently integrate the IBM portfolio with the Service Desk function is a key requirement - whether your organization has a simple IBM Tivoli Monitoring or Identity Management implementation, or has deployed a number of products in order to realise your strategic goals.

The Service Management Integration Tool, with its user friendly GUI, has been specifically designed to provide businesses with an intelligent automated process to raise tickets within the Service Desk - based on accurate up-to-the moment request and system status taken directly from your infrastructure management platform - but without requiring any modifications to the management tools themselves.

Protecting the service desk from event and request flooding, the solution understands the relationship between multiple events, requests and a single incident, the Service Management Integration Tool enables the management of complex events over time, meaning a problem can be resolved and reoccur without creating multiple tickets.

The solution protects the Service Desk, increasing the level of detail provided in an incident or service request through intelligent filtering and knowledge management.



Features

The Business Partner Innovation Award Winner at 2008's IBM Pulse Awards, IBM recognised visionary Business Partners leading the charge in exploiting IBM Service Management and Tivoli capabilities in innovative leading edge exciting ways, fostering new innovation and cutting edge solutions.

- Support for the IBM Tivoli Service Management suite – with correlation to ensure One Incident, One Ticket.
- Event correlation to record incident numbers inside the event in the monitoring solution. As incidents are raised, events are acknowledged; when an incident is associated with a problem, the problem ID is added to the event. Once resolved, all components are synchronised and updated.
- Support for IBM Tivoli Identity Manager – providing an automated correlation capability for Request, Authorise and Provisioning requests between ITIM and your Service Desk.
- Advanced capabilities to manage prioritization, resolution group assignment and escalation.
- A best-fit rules engine, allowing the application to make intelligent decisions on how to handle the same events from different systems.
- Automated synchronization (two-way) between the source systems and ITSRM – ensuring problem resolution or request completion detail is synchronised.
- Interfaces for Desktop and Blackberry devices, providing details of all current events, associated incidents, problems and service requests.

All of these features are achieved without any modifications to your monitoring solution.

Business Benefits

- **Implementing a single point of control ensures your Service Desk is aware of every incident and request as they happen – coordinating resolution without risk of duplication;**
- **Providing tight integration with your back-end systems increases the level of detail provided to the support desk. Ensuring the right people have the right information dramatically reduces the time to resolve incidents and requests;**
- **Reducing downtime in business-critical processes allows for more effective use of IT resources, allowing them to concentrate on enabling, not fixing, your business;**
- **Increased visibility throughout the reporting and resolution chain gives your IT teams deeper insight into the performance of IT solutions in your business environment; and**
- **Swift resolution signals a more compliant environment.**

With increased transparency and reporting end-user confidence increases; providing sponsorship for your Service Desk – and the infrastructure behind it.

**To find out how Pirean can
enable your enterprise
visit www.pirean.com
call +44 (0)845 226 0542
or email info@pirean.com**

Hampshire (Head Office):
Pirean Limited,
Faretec,
Cams Hall Estate,
Fareham,
Hants.
PO16 8UY

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

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

**SWITCHBOARD: +44(0)845 226 0542
FAX: +44(0)845 226 2742**

About Pirean

Pirean is a leading technology partner 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 infrastructure. We focus on helping our clients to achieve their business goals and providing them with ongoing support through proven capabilities in:

- Consulting
- Technology
- Outsourcing

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 consulting services and technical 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.

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.

Pirean's accolades include the IBM 'Business Partner Innovation Award' (2008) 'Beacon Award Finalist – Outstanding Service Management Tivoli Solution' (2009) and the IBM Tivoli Business Partner Service Management Solution Award (2010).

In March 2010, Pirean was officially recognised by IBM Tivoli Software as the most accredited Tivoli business partner in the world, based on the Tivoli AAA Deployment Accreditation initiative. The company holds 14 of IBM's AAA, AA and A Tivoli Accreditations spanning Security and IT Service delivery. Pirean is the first and only Partner to hold IBM Tivoli AAA status, the highest authorised level, across both IT Service and Security Management.



*Source: IBM, based on AAA accreditations for IT Service Management and Security