

ResultsPositive

Business Service Management (BSM)



Business Service Management

Eliminating silos across different monitoring perspectives

HP Platinum Partner

ResultsPositive is a leader in IT Management consulting delivering Strategy, Planning, and Governance, Project & Portfolio Management, IT Financial Management, Business Intelligence, Mobility, Application Lifecycle Management, and Cloud & Automation solutions to medium sized and Fortune 500 companies. As both an HP Platinum Partner and HP ASMP-S Support Provider, ResultsPositive has the experience, support, and training necessary to turn your complex IT processes into tangible business solutions.

Why ResultsPositive?

Results Delivered

- 33% decrease in downtime incidents with proactive monitoring
- 70% reduction in total downtime with faster problem isolation and resolution
- 17% increase in support staff efficiency with event correlation

Challenge

Many enterprises are struggling with their IT operations. Often there is no management of the end-user experience, no alignment to business needs, and no integration of application monitoring with infrastructure management. In addition, further complications arise from silos across different monitoring perspectives which can include separate consoles for applications, server and network path, and much more. With nearly 70% of issues being reported by end users, it's no wonder that dealing with issues is reactive, expensive, and inefficient.

Business Service Management

BSM is a Real Time, End-to-End Monitoring and automation solution that provides an Operations Bridge to eliminate the silos across different monitoring perspectives. By providing a central location to funnel monitoring and infrastructure information, BSM enables organizations to achieve zero duplication of work, cross-tier troubleshooting, and optimal use of SME's. With End User Management (EUM), BSM proactively captures the user experience and significantly

reduces MTTR. System Availability Management (SAM) provides the infrastructure availability metrics along with events while the Real Time Service Model (RTSM) maps business services with IT components and delivers greater visibility.

ResultsPositive BSM Services

Our offering is perfect for organizations that are ready to consolidate their IT operations and reduce silos in monitoring. Our key services include:

- Implementation of Application Performance Management (APM)
- Operations Management and Infrastructure Management assessments
- Remote Managed Service
- Education & Training Services

