

# BSM Remote Managed Services

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

Enterprises struggle with 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.

## BSM Remote Managed Service

RP will maximize the value of BSM products by administrating and managing day-to-day tasks. We will protect BSM investments, optimize budgets and accelerate adoption by combining certified BSM consultants, proven best practices and continuous improvements:

- Manage BSM health and administration for all sub modules
- Reduce operational cost and protect investments
- Provide BSM training, mentoring and support
- Onboard applications and deploy monitoring
- Integrate products such as Service Desk, Run Book automation and 3rd party monitors
- Provide continuous BSM assessments and improvements
- Apply product upgrades & patches
- Provide certified BSM consultants
- Ensure operations and production support goals/objectives are met

