

# Business Service Management

Improving Application Delivery & Customer Satisfaction



## 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

## Business Service Management (BSM)

Looking for a way to monitor and manage applications and infrastructure? Struggling to link them together and deliver a world class unified, enterprise monitoring platform?

Accelerate your business results with HP BSM's best-in-class Application Performance and Infrastructure Performance Management. With industry leading event management, your organization can begin to reduce Mean-Time-To-Resolution, operational costs, and avoid "War Room" scenarios.

## End User Management (EUM)

HP End User Management software combines industry-leading synthetic and real-user monitoring to give IT and the business a high degree of visibility into performance and availability of the end-user experience and business service delivery. HP's EUM will allow IT organizations to:

- Proactively find issues before end-users are affected
- Prioritize IT's response to issues
- Gain visibility into real-user behavior and volume

## Operations Manager I (Omi)

HP's OMi enables IT operations teams consolidate and correlate HP and 3rd-Party monitors, events and performance metrics to evolve to a next-generation event management system without engaging in a cumbersome technology "rip and replace."

HP's OMi combines advanced logic and includes an automated discovery system to relate business services, applications, transactions and infrastructure models.

## ResultsPositive BSM Services

ResultsPositive's key services include:

- Application Performance Management and Infrastructure Performance Management implementations and assessments
- Remote Managed Service
- Rapid Start implementations
- Education & Training Services

