

	Selective Sourcing Services – Manage	
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Service Offering: Selective Sourcing Services

Objective: To manage the Client IT Resources and their Services on their behalf to its Business Users and/or their Clients through the Selective Out-sourcing Services. To provide Predictable, Consistent, Cost Effective, Quality of IT Services through signed SLAs.

- Business Context:**
- ✓ Out-tasking of Specific IT Service Management Tasks
 - ✓ Retention of Information Capital while out-sourcing the Managed Operations
 - ✓ Improved Operational Productivity
 - ✓ Optimal Cost of Services Delivery

- Approach:**
- IT Service Score Card Definition:**
- ✓ Business SLA Articulation and Sign-off
 - ✓ IT Operational SLA Articulation and Sign-off
 - ✓ Internal and External Service Providers SLA Articulation and Sign-off
 - ✓ IT Service Score Card Definition
- IT Operations Management:**
- ✓ IT Help Desk Management
 - ✓ IT Service Ticketing and Resolution
 - ✓ IT Operations Stability Management
 - ✓ IT Services Continuity Management
 - ✓ Pro-active Service Management
 - ✓ Continuous IT Services Improvement
 - ✓ On-going Maintenance of Operational Run Books (Green, Yellow and Red)
- IT Service Internalization to the Client Team:**
- ✓ Process Internalization
 - ✓ Client IT Competency Development
 - ✓ Build Automated IT Service Management Capabilities

Duration: This service will be for a period of two to three years, or more depending on the client’s IT Environment and Business SLA support requirements.

Locations: These services will be mostly performed at the Client Locations, Client IT Service Provider Locations, or through a Centralized NOC in India as well as in other Countries, as appropriate.

Our Team: Our team comprises of Experienced, Balanced, Dedicated and Most Competent Consultants, Technical Architects, and Service Delivery Teams, Technical Deployment Team, who have relevant years of experience in providing IT Services to clients across industries in addressing their Business Needs.

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