THE 'ASSURANCE' OF IMPROVED SERVICES AT REDUCED COSTS

WITH MAVERIC'S IT SERVICE MANAGEMENT

80% of information technology budgets of most organizations are directly linked to service management processes. Across the world, these organizations are faced with the following questions:

▸ **How can we achieve cost savings from IT processes?**

▸ **How do we move from system management to integrated service management?**

▸ **How can we align IT with the overall business strategy?**

Improving services and reducing costs have become crucial to sustaining competitive advantage. Using a range of best practice frameworks to underpin an IT Service Management (ITSM) philosophy, we at Maveric provide end-to-end consulting services from assessment to strategic planning to implementation and beyond. Our experienced consultants work hand-in-hand with you every step of the way.

Our process improvement approach is based on the concept of 'Continuous Service Improvement' and strikes a balance between creating the necessary set of strategic goals and the need to address issues in the present. We can assist your organization to address core challenges and build IT service excellence with our comprehensive expertise.

MAVERIC'S ITSM SERVICE OFFERINGS

ITIL®

- Assessment and benchmarking
- Process framework design and adoption
- Tools and solutions build up
- Accredited training courses

Configuration & Release Management Consulting

- Assessment and benchmarking
- Technology enablement
- Definition and implementation

ISO/IEC 20000

- Gap analysis and business system review
- Awareness, implementation and internal audit training
- Process definition and implementation support
- Organizing certification

CMMI® for Services

- Business system analysis and review
- Process definition and adoption
- CMMI® intro and appraisal team member training
- Organizing appraisal and post assessment

MAVERIC
Transforming Assurance

Our Consulting Methodology

Our D3I methodology provides customers an integrated framework for process improvement in order to optimize effort and cost for higher ROI.

Discover	Define	Deploy		Improve
Assess as-is state	Develop solution	Pilot & refine	Implement	Continous implement
• Maturity assessment • Improvement prioritization	• Service design and automation • Process definition • Metrics, methods and tools	• Rollout plan • Training • Pilot • Rollout		• Process governance • Service measurement and improvement

Typical Improvements Using ITIL®

ITIL® provides guidance to organizations on how to use IT as a driver to enable business change, transformation and growth. Adopting ITIL® leads to improved IT services, reduced costs and enhanced customer satisfaction through a more professional approach to service delivery. Specific improvements achieved using ITIL®:

▶ Incident management and desk support: **40.5%**

▶ Managing and supporting servers: **30.9%**

▶ Change management: **28.4%**

▶ Managing and maintaining network infrastructure: **23.1%**

▶ Maintaining configuration database: **22.8%**

▶ Managing applications: **10%**

▶ Problem management: **9.4%**

▶ Service level management: **8.5%**

Case Study

For the largest bank in Indonesia, Maveric defined a robust configuration & release management process which led to 100% applications coming under CMDB and significant reduction in time to market.

WHY PARTNER WITH MAVERIC?

Assurance Only

Our unique Assurance-only business model brings diverse assurance competencies under one umbrella

Partnership

We partner with you along your complete process improvement journey from assessing to implementation to maintenance, and ensure that you achieve your process improvement goals

Domain-driven

Our decade of experience in the banking domain enables us to understand your business better and provide you a focused, context driven process improvement program

Competency

Our consultants have both depth and breadth of experience and knowledge. They have worked with top banks across the world and are qualified in ITIL®, 6 Sigma, PMP, CMMI®, Agile and many more

ITIL® is a registered Community Trade Mark of the Office of Government Commerce, and is registered in the US Patent and Trademark Office. CMMI® is registered in the U.S. Patent and Trademark Office by Carnegie Mellon University.

THE MAVERIC EDGE

Maveric Systems is a preferred "IT LifeCycle Assurance" partner to leading corporates in the Banking, Insurance and Telecom verticals in UK, Europe, APAC and Middle East. The company's Requirements Assurance, Application Assurance and Program Assurance services are aimed at eliminating quality, cost and time-to- market risks associated with large IT transformation programs.

At the heart of Maveric's value proposition is its *'Assurance-only' business model aided by domain & IP led integrated solutions that cater to diverse assurance requirements from inception to go-live.*

Requirements Assurance | Application Assurance | Program Assurance

India | Malaysia | Saudi Arabia | Singapore | UAE | UK | USA
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www.maveric-systems.com

MAVERIC
Transforming Assurance