SOITRON IT SERVICE MANAGEMENT

SmartMigration Service

Did you know that as many as 38 per cent of IT Service Management (ITSM) data migration projects fail? Soitron's SmartMigration Service is an infrastructure transformation service designed to tackle this issue and help large organisations upgrade their legacy ITSM infrastructure without any risk of downtime or disruption to services.

Soitron ITSM SmartMigration Service.

Large organisations face big challenges. They need to continually innovate, increase profits and drive efficiencies throughout their operations – and they need to do all of this while keeping costs down.

With as much as 80 per cent of an organisation's IT spend going towards maintaining legacy systems and infrastructure, it's no surprise that many business leaders are looking for IT service management tools to migrate their IT foundations to more functional, up-to-date technologies.

However as many as 38 per cent of ITSM migration projects fail, leading to a disruption of services and further – costly – investment from the business.

How can organisations ensure business continuity throughout a migration project - with a guarantee of zero disruption to mission-critical services? By working with a partner that has successfully led some of Europe's largest ITSM migration projects.

SOITRON*

Hewlett Packard Enterprise: One of Europe's biggest migration projects

Hewlett Packard Enterprise (HPE) needed a pan-European outsourcing partner to deliver a highly-critical transformation project to improve efficiency for 50 of its key European clients within 18 months. The UK-initiated IT-SMART program involved the standardisation and retirement of legacy ITSM workflow suites for each the 50 clients, all of which needed either migration, re-evaluating or closing down (as well as archiving of transactional data).

Despite the ambitious deadline and complex challenges involved - the programme was completed on time and $3 million below budget, helping HP to save $18.3 million.

- **User acceptance testing**
- **Reporting modules**
- **CMDB**
- **External linkages for incident, problem, change and catalogue**
- **Asset management**
- **Self-service portals**
- **Incident generation via sys/app monitoring**
- **IPAAS service for situation where endpoints cannot talk natively**

What is Soitron ITSM Smart-Migration Service?

Soitron has developed the SmartMigration service based on more than five years experience in designing and implementing mission-critical ITSM migration projects for Tier One service providers. During this time we have been developing teams and best practices that have proven very effective and successful. The service can be used for system migration, transformation and new service on-boarding.

A unique approach.

Soitron has a proven track record in delivering large-scale mission critical ITSM migration projects and ITSM solutions for the globe's largest IT companies, including Hewlett Packard Enterprise (HPE).

Soitron's unique approach to system migration projects provides organisations with a guarantee of zero-downtime, business stability and no disruption to client services.

The Soitron ITSM SmartMigration Service covers these core areas:
- **Project management**
- **Data model exports and on boarding**

Assessment and Planning.

Soitron's dedicated shared services team carefully assess both short and long-term needs and works out viable and practical ITSM solutions. We work closely with our clients to optimise budgets and develop comprehensive, ambitious and realistic timelines.

We have the ability to transition an IT infrastructure to a Soitron Managed Service with zero impact on the

business. Companies benefit from robust SLAs, a broad set of tools, on-line monitoring, clear KPIs and reporting - all delivered by a first class talent pool of certified subject matter experts.

Migration, transformation and new service on-boarding.

Soitron SmartMigration is a dedicated service that integrates into the relevant operations within the client business utilising global delivery teams working over relevant time zones. This is part of our end-to-end dedicated service which taps into our "best of breed" team, a combination of the best and most relevant skills suited to deliver the project successfully. We pride ourselves on consistent delivery that will not buckle from any change or challenge.

Using our developed methods, we will assist you to arrive in your new solution based on ITIL or IT4IT process. Our team is located within the EU, mixing West and East European resources.

Warranty period.

After each and every successful transformation, Soitron continues to monitor the performance using our proprietary toolset. This allows us to swiftly act on any problem arising after the go live date, with 24/7 support. As Soitron has enabled hundreds of successful ITSM to date, this precaution has helped achieve a 100 percent success rate where we have not had a single incident of unplanned downtime due to a change in ITSM processes or platforms.

Advantages and benefits.

Secure migration.

Zero disruption to existing services – no impact on customers.

Budget optimisation.

Reduce costs involved with migrating away from legacy infrastructures and enabling shutdown.

Security.

Data remains secure and always available throughout the migration process. Soitron is accredited with ISO 27001 and holds NATO security clearance.

International reach:
With state-of-the-art nearshore delivery centres and operations throughout UK, Czech Republic, Slovakia, Bulgaria, Romania and Turkey, Soitron offers clients access to five of the top ranked delivery locations for offshore outsourcing, according to Gartner (2015).

Partnerships.

Soitron partners with the industry's leading technology companies to provide the most advanced, robust and high-quality service available. These include:

> " Soitron was our partner throughout this very important programme. The entire company, from project managers through to senior management, demonstrated incredible flexibility and commitment to complete this project on time and on budget. Without doubt Soitron's ability to do this job was the initial attraction, however as the project progressed, it was their determination which drove this programme to success. "
>
> **Patrick Leghie**,
> Hewlett Packard Enterprise

Improved service.
Talented, qualified and experienced staff, alongside the highest partner accreditations and delivery methods (ITIL, PMP, PRINCE2, and Six Sigma) deliver an enhanced service.

Measurement.
Robust SLAs and KPIs keep migration projects on track and under budget.

Following industry Standards.
ITIL or IT4IT.

About Soitron.

Founded in 1991, Soitron is a leading European IT company operating across the United Kingdom, Czech Republic, Slovakia, Romania, Bulgaria and Turkey. The company holds certificates for Quality (ISO 9001), Information Security (ISO 27001) and IT Service Management (ISO 20000-1).

Clients include: