

# SAFIRA

TECNOLOGIAS DE INFORMAÇÃO



## INFORMATION TECHNOLOGY MANAGEMENT

### The organization's challenge

IT and Communications Managers must face new business challenges and new management expectations – increase quality of service, while controlling costs. However, a significant part of their budgets is spent on reactively solving recurring incidents, and not focusing on implementing effective preventive procedures.

To achieve this goal, it is paramount to reduce management, support and production costs, while developing new processes that guarantee an effective IT management across the organization, people and technology.

### What's ITM?

ITM is SAFIRA's methodology for implementing the ITIL (Information Technology Infrastructure Library) standard's best practices in organizations. It promotes the active and strong commitment of the entire organization, undertaking an effective increase in quality of service and control of production and support costs. The methodology encompasses Inventory, Support, Operations and Management activities, each one focusing in a specific intervention area.

### Assurance and compromise

ITM proposes a goal oriented billing, which in it self is a guarantee of return on investment, and commitment on our behalf. Additionally, we can define a rewards and penalties model based on SLAs and KPIs.

#### > Cost Reduction

A percentage of the cost reduction, infrastructure optimization (e.g. consolidation, virtualization), resource optimization, process optimization (ITIL) and third-party contract negotiation (e.g. support fees, license costs).

#### > Quality of Service

Quality and level of service metrics (SLA and/or OLA)

#### > Key Performance Indicators (KPI)

Operational performance (e.g. response time) and Financial (e.g. cost-per-incident) metrics.

### ABOUT SAFIRA

SAFIRA develops solutions and provides IT services to leading companies in the national and international market. We provide engineering services to advise, audit, architect, conceive and manage IT systems that support the companies' business. Founded in 1997, SAFIRA has more than 50 active customers and a team of 120 highly qualified professionals.

### BENEFITS

#### > Cost reduction

Resource and financial management reduces third-party dependency, and optimizes resources and allocations. Capacity and availability management.

#### > Increase in quality, efficiency and effectiveness

Well defined processes allows you to employ less technically skilled personnel in a more productive way, reducing the total cost of operations and support. Incident prevention solves problems before they have any impact or even happen at all.

#### > Business oriented metrics

ITM justifies investment and service value with regular activity, incident, performance, quality and cost reporting. The service cost is directly related service levels or cost reduction percentage.

#### > Focus on the customer (user)

Serve Desk, an ITM feature, assures problem solving is indexed to incident priority levels. Most incidents are solved in the 1st line, freeing engineering for more productive work.

#### > Prepare the future

ITM aligns IT services and business requirements, with more agile IT processes facilitating faster business cycles and shorter time-to-market. Better decisions can be made with better operational performance and financial indicators.

### Contact

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