



## Enhancing IT

### xwave's IT Service Management solution

The complexity of today's continually evolving IT systems necessitates ongoing assessment, upgrade and refinement to ensure a return on investment. **xwave** addresses this need through a comprehensive IT Service Management solution. The solution draws from three decades of end-to-end expertise, and the IT Infrastructure Library (ITIL), a set of internationally recognized processes and best practices that support optimal communication across the enterprise.

#### The xwave Solution

As one of Canada's largest business-solution providers, **xwave** understands how to plan, deploy and maintain operational processes in support of effective IT systems. We can assist in improvement initiatives at the strategic, tactical and operational levels to help either a particular department or an entire enterprise become more efficient and process-based. By applying the Information Technology Infrastructure Library (ITIL) approach to IT service management, we deliver end-to-end solutions that strategically address business needs, beginning with assessment and analysis through to implementation and ongoing support.

As a result, businesses are able to identify IT strengths, and determine how best to leverage them for the benefit of less mature areas within IT.

#### ITIL Model

Working closely with your organization, our technical and business consultants guide you through ITIL's process-improvement model to help you answer the following questions:

- Where are you now?
- Where do you want to be?

- How will you get there?
- How will you continue to improve?

We find those answers and help you improve IT efficiency through:

- awareness workshops
- training
- assessment
- project/implementation planning
- tool analysis/reporting

#### *Awareness Workshops*

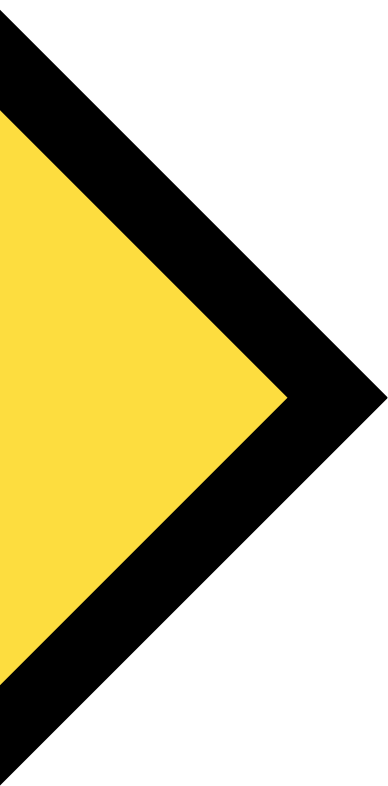
In these introductory sessions, our consultants explain ITIL and outline its specific processes. Discussions include the alignment of IT strategies with business strategies, as well as elements that comprise a typical implementation.

#### *Training*

We provide essential instruction that equips clients with the information required to write the exams to obtain certification. **xwave** provides the training, and the ITIL exams are administered by community colleges.



# IT Service Management



ITIL Certified



ISO 9001:2000  
Certified

## *Assessment*

**xwave** provides full organizational assessment onsite. This indicates current operational status by providing a detailed analysis of the maturity level of existing management processes. The assessment may be undertaken to address specific areas of concern, or may target all areas of ITIL service management.

## *Tool Analysis*

**xwave** uses the *Remedy* suite of analysis tools, and supports them with full consultation capabilities that align the tools with ITIL process requirements. The tools target areas related to business functionality; integration with processes; and design enhancements to product sales.

## *Project/Implementation Plan*

**xwave** uses the results of the assessment and analysis to develop a strategic plan that ultimately aligns people, processes and technology—the core elements that drive business objectives. This is the stage at which an organization identifies an overall goal—in other words, where it eventually wants to be. **xwave** then helps develop and implement a detailed strategy for getting there.

## *Reassessment*

The work doesn't end with implementation: **xwave** reviews results on an ongoing basis to ensure IT is meeting established business objectives. In this way, we help you determine how you will continue to improve.

## *Outsourcing*

If at any stage you decide that outsourcing supports your business objectives, we can offer a comprehensive and tailored outsource agreement, from help-desk services through to full solution management.

## *Certified Staff*

**xwave** is registered ISO 9001:2000, and undertakes all work to meet those standards.

## *Contact Us*

**xwave** is a full-service business-solutions provider, with more than 1500 professionals in locations across North America.

**xwave** offers services in three key areas: Integration, Infrastructure and Fulfillment Solutions.

For more information:

Visit our website at

**www.xwave.com**

Call toll free

In Canada: **1-877-449-9283**

In USA: **1-800-566-9772**

Email: **solutions@xwave.com**

Or contact your local **xwave** office in Newfoundland, Nova Scotia, New Brunswick, PEI, Ontario or the United States.

