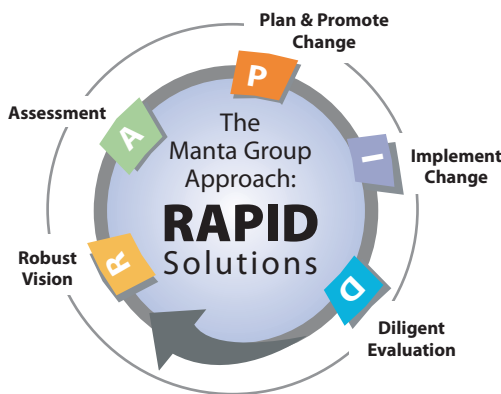


Service Management

In today's competitive fast paced business environments, it is increasingly important that IT services are delivered according to business expectations and provide support according to business requirements. Building a service management practice within your organization is the only way to prioritize demands, allocate resources appropriately, minimize service interruption and increase customer satisfaction.



RAPID approach delivers quick, sustainable solutions that deliver immediate results.



The Performance You Keep

The Manta Group's approach to Service Management begins with a vision. Understanding your customer's expectations and requirements are necessary ingredients to any service management program. We believe that successful delivery requires business alignment and defined prioritization criteria, in addition to having a mature organization that is capable of managing the service portfolio.

The Manta Group focuses on two key inputs to the Service Management process; business demands and enterprise risk. We develop business processes that allow organizations to measure the performance output of service organizations (internal and external), while enabling sound risk management capabilities to reduce harmful impacts of failed changes, or inappropriate escalations.

The Manta Group takes the guidance from best practice frameworks, such as the IT Infrastructure Library (ITIL™) and Control Objectives for Information and

related Technologies (COBIT™), and creates a right fit business process environment for IT based on business demands.

Manta Services

The Manta Group offers expertise in the following areas:

1. Creating a Service Desk function
2. Process Maturity Assessments
3. Process Re-engineering
4. ISO/IEC 20000 Certification
5. Outsourcing Governance
6. Risk Management and Analysis for infrastructure and application changes
7. Service Analysis and Prioritization
8. Role Augmentation: Incident Manager, Problem Manager, Release Manager, Change Manager, Service Level Manager

Depending on the maturity of an organization, each service can vary in size and scope. The Manta Group typically works with mid-large size organizations where the environment requiring management has a medium to high level of complexity.

Failed changes are the #1 cause of incidents.

Most companies do not have a concrete cost measurement for services being provided.

IT organizations not aligned to the business are often outsourced.

Effective communication is essential to maintaining sponsorship and is a priority for service management.

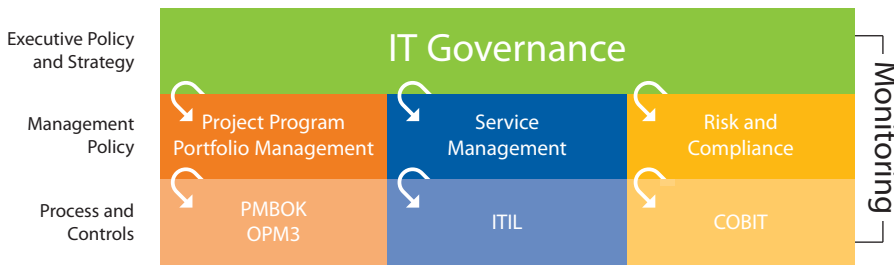


Manta Solutions

The Manta Group offers the following end to end solutions for Service Management:

1. Build, Operate, Transfer services for a new Service Desk
2. 'AAA' Risk Management Services for evaluating risks inherent in changes to the operating environment

The Manta Group offers leading experts in service management to further our customers' delivery capability using effective, efficient methods. Providing an objective interpretation of service performance enables our customers' to focus on delivering the right solutions, creating high performance organizations.



ITIL Goes ISO

With up to 80% of information technology budgets of most organizations directly linked to service management processes, a new ISO/IEC standard that benchmarks this activity is expected to result in cost savings for users, whether large or small enterprises, as well as increased productivity and improved customer service.

Published by ISO (International Organization for Standardization) and IEC (International Electrotechnical Commission), ISO/IEC 20000 will enable organizations to benchmark their

capability in delivering managed services, measuring service levels and assessing performance.

The Manta Group can help you implement ISO/IEC 20000, ensuring a proactive working practice able to deliver high levels of customer service to meet your business needs.

Governance
Performance
Metrics
equals
Business Value



To learn more, contact us:
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