

# Professional Services for MAXIMO IT Service Management



## Services Profile

- **Get the most out of your MAXIMO IT Service Management implementation**
- **Experienced and certified personnel**
- **MAXIMO web-based technical expertise**
- **Proven track record**
- **Ensure regulatory compliance**
- **Cost effective, efficient services**
- **Reduce implementation risk**
- **Wide range of services**
- **Complete turnkey offerings**

Most growth driven enterprises realize that IT Service Management is an essential technology management endeavor to control costs and facilitate change. Industry analysts estimate that potential savings from implementing an enterprise wide IT service management system can range from \$200 to \$700 per desktop per year. In addition, Gartner Group research indicates that proper IT management can result in a 30% saving in overall operational costs.

As the value and accountability for IT assets increases on the strategic priority list of many enterprises, so does the need for industry-accepted best practices for maximizing those assets. IT assets must be managed to maximize the value they deliver to the business by ensuring software license compliance, lowering costs on leases, acquisitions and inventory, and delivering high-quality IT services to the enterprise.

In addition, Section 404 of the Sarbanes-Oxley Act (SOX) places additional pressure on organizations to effectively manage their IT asset base. SOX states that any process or system that could influence the integrity of transaction processing or data must be examined, and controls must be in place to ensure overall process and system integrity. A company's financial reporting processes rely on financial applications, which rely on computers and other IT assets. With complex IT infrastructures that often span the globe, the risk of adversely affecting financial reports is extremely high in some organizations. Human resources, payroll, inventory, accounts payable, accounts receivable, purchasing, and order entry applications are all common, and often independent, systems that can materially affect major financial accounts. Finally, SOX also requires that companies carefully monitor proper use of software licenses, as well as the possibility of violating software usage laws.

It is obvious that the need to effectively manage IT assets has never been a critical as it is now. Analysts, service providers, and companies practicing IT Service Management agree that an IT management program can drive down IT costs, improve service levels, improve regulatory compliance and facilitate more effective IT planning and budgeting. Yet, in spite of this knowledge, many IT Service Management initiatives fail during the early stages.

PopWare provides a wide range of best practices consulting as well as implementation and technical professional services built around MAXIMO IT Service Management. Our subject matter experts are focused on helping customers plan, deliver, and implement solutions to support their mission critical business processes ensuring that the greatest possible return on their investment in MAXIMO IT Service Management is achieved. Our consultants are highly skilled and have extensive experience with MAXIMO and related web-based technologies. They understand the underlying architecture of MAXIMO and are skilled at applying its business process automation capabilities to meet your unique business requirements.

**maximo<sup>5</sup>**  
CERTIFIED CONSULTANT

**mro software**  
ALLIANCE PARTNER

Our services for MAXIMO IT Service Management include:

### **Needs Assessment**

With a thorough capability assessment, our consultants can help ensure that you identify and understand your critical business requirements and define them clearly so that you can develop and prioritize an appropriate action plan. This includes benchmarking your organization against industry best practices and standards as well as performing a gap analysis between MAXIMO IT Service Management and your current systems and/or business practices.

### **Implementation Services**

Our implementation consultants use their industry and application experience to help you manage your MAXIMO IT Service Management implementation. We streamline your implementation, accelerate your learning curve and train your team to be self-sufficient. We use our proven Implementation Methodology to plan and manage the implementation process to minimize risk and to deliver tangible results quickly. We implement a continuous improvement process organization wide through best practice IT Infrastructure Library (ITIL) services to help you develop a step-by-step road map to effective technology management and report in real time on IT assets to minimize risk and help maximize ROI.

Our implementation approach reduces the overall cost without compromising objectives and offers a consistent implementation across single or multi-site environments.

### **System Integration**

MAXIMO's inherent integration capabilities and its open MEA adapter technology means that we can deliver a wide selection of seamless integrations using a variety of integration methodologies and interfaces.

PopWare can assist enterprises by helping them to integrate MAXIMO with existing legacy applications, creating new integrations to automate business processes and increase productivity, integrating MAXIMO with new and emerging technologies.

### **Data Migration**

We are industry leaders in data migration services. Over the years, we have successfully helped dozens of organizations migrate from legacy applications to MAXIMO, with excellent results.

Our conversion specialists use our proprietary and proven tool set that makes conversions fast and efficient and ensuring data integrity.

### **Post Implementation Audits**

To ensure your MAXIMO IT Service Management implementation continues to deliver results, we offer services that periodically review the usage and performance of MAXIMO to ensure it continues to support and enhance your business processes. Our consultants are equipped to conduct quantitative and qualitative analysis of your MAXIMO usage and recommendations for improvement as well as providing system performance assessment and tuning services.

For more information regarding our services for MAXIMO, please visit our Web site at [www.pop-ware.com](http://www.pop-ware.com) or email us at [info@pop-ware.com](mailto:info@pop-ware.com).