



## Best Practice Managed Services

Building 17 Sunninghill Office Park, Peltier Drive, Sunninghill Ext 71, Gauteng, South Africa | Web: [www.fostermelliar.co.za](http://www.fostermelliar.co.za)  
P/O/ Box: 997, Sunninghill, 2157, South Africa | Tel: +27 (011) 807 9525 | Email: [info@fostermelliar.co.za](mailto:info@fostermelliar.co.za)  
Directors: P.J. Clark (Managing Director) | H. Ramjee | Reg: 2001/012570/07 | VAT: 4490218676 | Level 2 B-BBEE

## Best Practice Managed Services

Affordable Managed Services for effective Service Management

### Problem Management as a Service (PROBasaS)

A problem is defined as: **“A cause, a potential cause of one or more incidents.”**

Problem Management as a Services is designed to assist organizations with a best practice approach to managing Problems and recurring Incidents where the root cause to issues are not known. This does not necessarily span across IT Infrastructure alone rather it includes the whole spectrum of service delivery within the IT services framework.



As an on-site full-time service or an “ad-hoc (as and when needed services)” you now have the flexibility of highly effective problem management that will support your Service Improvement initiatives without the need to employ a full-time person.

Service Options:

- Problem Management Practice Engineering
- Problem Management Practice Management

### Change Control as a Service (CHGasaS)

“The only constant is change, change therefore is inevitable.” Any addition, modification or removal of anything that could affect your IT Services needs to be effectively managed and controlled. Any change could and will have a disastrous effect on your business if not managed properly. It is a managed task that requires understanding, knowledge and in most cases coaching skills. Change Control is not just an administrative task, it is a business-critical task that requires a professional.

Our Change Control as a service brings you that exact peace of mind that all IT related changes are handled with care and proficiency needed to ensure minimum impact to your business. Let us define or enhance your process, implement an effective change management policy, generate change management awareness and manage each change through its life-cycle for your business success.



## Service Level Management as a Service (SLMasaS)

Managing Service Levels between Service Providers and the Customer is often regarded as a mere reporting service with no real value add.



Yet, the essence of Service Level Management is lost when treated in this way. Service Level Management requires significant engagement between business, IT and other service value chains, as an independent approach to ensure that business get what they pay for and IT delivers what they are contracted to deliver. Service Levels are core to the delivery of services as it offers IT a clear view of the customer requirements. SLM is however often overlooked as a value to the business due

to a misunderstanding of the services, the business requirements and the enhancing effect Service Level Management could have to the business and IT alike.

Our Service Level Management as a Service provides our customers with the peace of mind to understand what the business really wants to see measured, ensure that IT is measured on the ideal deliverables, and that ongoing management and negotiations are performed to ensure optimum results. Furthermore, Service Level Management plays an integral role in ensuring a value driven Continual Service Improvement approach. Reporting is the vehicle to ensure performance is tracked, managed and improved upon.

## Transition Planning and Support as a Service (TRANSasaS)

An implementation, upgrade or retirement of any service or product without a proper Transition approach could render a costly project. From the registration of the change through to eventual deployment and handover requires a pragmatic approach. We understand the urgency of some transitions, yet, we find that business sometimes lack the understanding of the cause and effect of the absence of Transition Planning and Support. We will ensure that your Transition Projects are effectively managed, clearly communicated and effectively handed over to the live/operations environment. Why you need independent Transition Planning and Support?



With our independent approach we position ourselves as your independent partner that does not favor any person, but rather focus on the project and the business value at hand.

Whether setting up a Transition Planning and Support environment or managing a once-off project or supporting you on a more regular basis, our Transition Planning and Support services will ensure you maximum value with effective and efficient transition projects from inception to handover.

## Continual Service Improvement as a Service (CSIsaaS)



One of the most impactful services that every organization must consider is the Continual Service Improvement Services. Continual Service Improvement supports our clients to accelerate the identification of Service Improvement initiatives to ensure business and IT Service Provider alignment. No company can survive the ever-changing demands in changes if Services are not improved. Our Continual Service Improvement as a Service offering not only focusses on technology improvement, we also expand our focus across the entire Service Management spectrum which would include, processes and people as well.

Fast, rapid and accelerated results is the key outputs of effective Continual Service Improvement.

## Service Portfolio Management as a Service (SPMasaaS)

What is your menu of services that is on offer to your customer and how are those services delivered? That is one of the key benefits of putting a Service Portfolio together and managing it. Key to the Service Portfolio is the Service Catalogue. The service catalogue gives business and IT as Service Provider a view of how the services support your business.

Our Service Portfolio Management as a Service supports you as an IT service provider to be clear on the services that business uses and how those services bring value to your organization.



## Managed Service Desk (SDaaS)



The ambassador front to any IT Service Provider is the Service Desk. It is our motto that the Service Desk is the heartbeat of IT as a Service Provider. An expertly staffed service desk, with the right tools and world class processes makes any service desk a success.

Our World-Class Best Practice Managed Service Desk service gives you the piece of mind that your customer (users) are looked after by professional service partners with professional tools.

The Managed Service Desk services are delivered either as a shared outsource services (our tools and our people) that offers you significant cost saving value and economies of scale, or as an on-site service at your premises.

In order to ensure maximum value, we offer a wide range of affordable options in our Managed Service Desk service from a "catch-and-dispatch" service to remote desktop support as a service. Our consultant will tailor-make a service with your needs in mind.