



managed service

Delivering Unrivalled Benefits

Tiberone is committed to meeting the current and future BMC Remedy ITSM service requirements of your organisation, exceeding quality and financial expectations and ultimately delivering unrivalled benefits.

Tiberone prides itself on providing the highest level of managed service to its customers by not reinventing solutions and through leveraging the experience of our personnel. Coupled with our continued focus on technical excellence, measurement and industry benchmarking of costs will ensure that your organisation's requirements are delivered on time.

The key elements of our managed service proposition include the following:

- Dedicated, on-site Remedy Administrator backed-up by Tiberone's team of Remedy experts and world-class Knowledge Base;
- Mutually agreed, meaningful and measurable, Quality of Service indicators;
- Development-on-demand that reacts to business requirements, and pro-active development recommendations that are aligned to business needs;
- Summer school for knowledge transfer designed to raise product understanding and competency and maximise use;
- Tailored eLearning modules for new starters and existing staff, to maximise process compliance.

Proactive and Personalised

Our goal is to provide a proactive and personalised managed service offering based upon a partnership between your organisation and Tiberone in supporting the end-to-end BMC Remedy ITSM solution. The key benefits of our proposal are as follows:

- Provision of bespoke support services tailored to your organisation's specific requirements;
- Access to a highly skilled team of consultants and support engineers who have direct knowledge of your organisation, application and business processes;
- Preferential consulting and training rates;
- Clear and concise documentation of the system and its functionality;
- Ownership of escalations when a problem spans more than one vendor.

about us

Flexible Access to Expert Resources

The managed service approach undertaken by Tiberone Support is to provide flexible access to expert resources to minimise the downtime caused by unplanned service outages. This will be underpinned by:

- A single point of contact nominated by the customer to work closely with the Tiberone on-site Administrator for the management of problem investigations;
- Individual assignment of problems within the Tiberone support environment for assignment of investigations;
- The ability for Tiberone second and third-line support to remote access the Remedy ITSM environment using WebEx* or a VPN connection;
- Provision of technical support under agreed service-level targets for support calls affecting standard system performance;
- A quality management culture that is inherent in delivery of all aspects of the service;
- Utilisation of best practice service management processes and procedures to ensure the continued delivery of a quality managed service that meets business needs.

About Tiberone

Tiberone is a leading provider of business service management solutions. Through a combination of consulting, systems integration, education and support services, we enable organisations to improve their business agility. Tiberone believes that people are its most valuable assets and as such provides a working environment that enables its employees to realise their full potential and thereby achieve greatness in their careers.

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