

Life Sciences Information Services Provider

Service Management Program (ITIL Based)

The Organization

Our customer is a leading provider of logistics as well as information products and services within the Canadian health care marketplace. Offering a range of integrated solutions through six business units, the Canadian operation is a wholly owned subsidiary of its US parent company, one of the world's leading health care supply management and information technology companies.

The Business Challenge

In today's competitive markets, organizations are striving to become more flexible and dynamic in an effort to meet the increasingly complex needs and demands of customers. This means that IT must become process-focused by defining, developing, measuring, and documenting the critical processes used to run the business of IT and ultimately deliver to its customers' expectations. Our client was looking for a realistic, achievable, and sustainable approach to their IT Service Management improvement initiative. They needed to implement the tools and process improvements to be consistent with the application of ITIL ITSM best practices. Seeking to capture accurate data, provide flexible reporting, and promote a proactive management model to deliver to their customers' expectations, they wanted a partner that could work side-by-side with their staff and provide pragmatic leadership in Service Management as a key part of their enterprise approach.

The Burtsand Solution

Burtsand delivered a proven strategy for IT organizations to adopt a common infrastructure set, corporate policies, and standards to ensure that governance, organization and appropriate accountabilities are in place. Burtsand blended its technical strengths in Remedy, with its team of ITIL certified consultants to work with the customer and enable a successful Service Management implementation. Burtsand services included project management, service management strategy, technical and ITIL training, as well as technical delivery competencies with Remedy that helped the customer achieve its' service management maturity goals. Burtsand is now part of building the service management journey with this very same customer. This program is now part of an ongoing continuous improvement initiative, enabling them to move solidly in the right direction, and realize immediate and continuous benefits with their ITIL Service Management Solutions initiative.