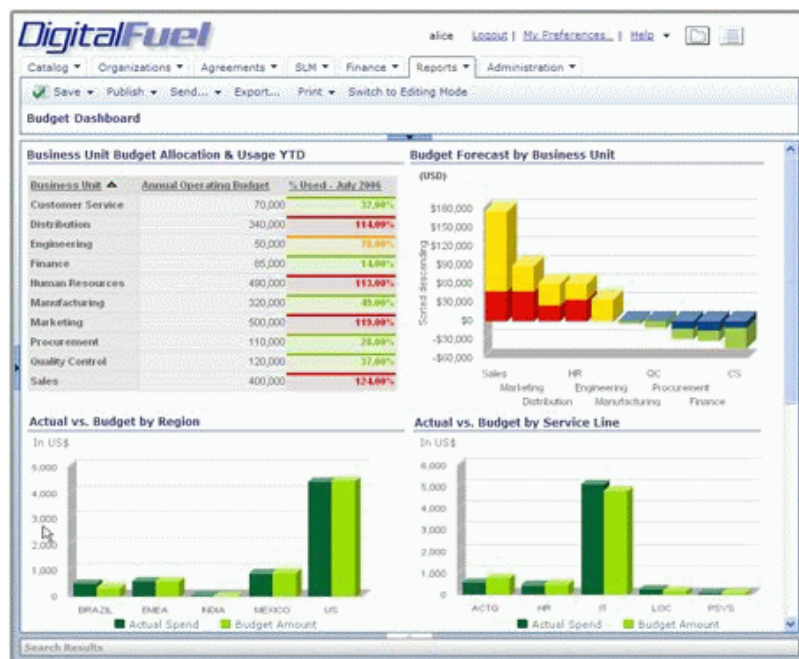


## Service Management – Aligning Services with Business Goals

Whether you are using external services or internal services to support key processes that are supporting customer related activities it is important that they are aligned to providing excellent cost effective, sustainable services.

In Service relationships the interests of the service consumer and service provider is best served, through performance defined within the service agreement. To prove the levels of performance are being achieved requires methods and processes that must allow all parties to agree on information-based metrics that measure the performance levels against those agreed in the Service Level Agreement (SLA) or contract, and determine any remedial action that might be required.

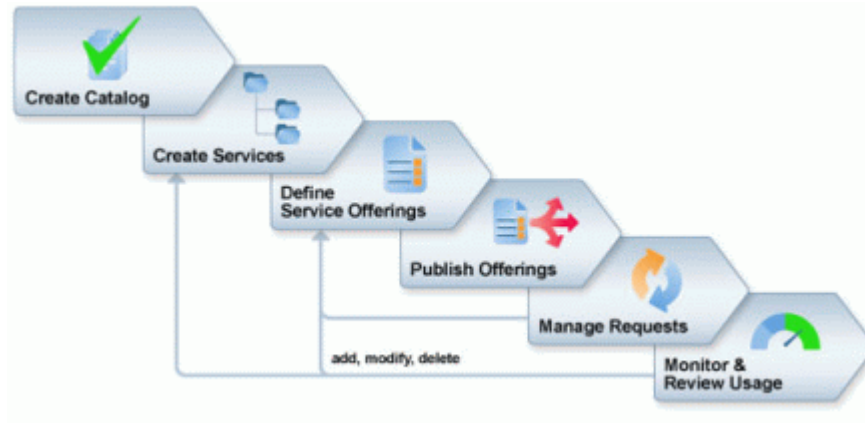
Biz Performance has identified and is test marketing ServiceFlow™ from Digital Fuel. ServiceFlow™ allows the creation of best practice frameworks for Service Management. It is used to support decisions from ongoing business processes, which can be used to improve service behaviour and thereby improve customers’ perception of service quality. This can lead to lowered operating costs. ServiceFlow™ aggregates both technical and business information for understanding service behaviour from a customer contract perspective.



ServiceFlow™ can capture inputs from many different data sources and include virtually any service metric such as:

- Uptime of equipment and applications using data from traditional fault monitoring or service management systems
- Trouble ticketing information from a customer service desk
- Log files from various pieces of equipment to identify working parameters of the device and the traffic flowing through a device as business issues dictate
- Penalties paid out from failed service guarantees (financial reporting)
- Assessment of penalties to be paid if actions to resolve the issues likely to cause a problem are not taken (predictive cost prevention)
- Revenue collected by account and total subscribing customer count
- Asset management or spreadsheet data from manual sources covering equipment definition or assignment details.

ServiceFlow™ provides data feeds to the business application for alerts, process triggers, and dashboards. Reports are variable and based on customer need.



ServiceFlow Catalogue helps commercial service providers and enterprise IT organizations build a service catalogue in a way recommended by ITIL v3, COBIT and ISO 20000. This makes the catalogue management process, from its inception, an integrated part of a complete

service management methodology.

For more information on ServiceFlow please contact David Brown +65 9794 2622 or send an email [david.brown@biz-performance.com](mailto:david.brown@biz-performance.com)

## How can we help you?

Biz Performance provides BI and Performance Management consulting services. We can work with you to select and develop a suitable BI and Performance Management solution and advise you on the most cost effective way of implementing an answer to your needs. Do not delay, why put your business at risk. BI and Business Performance Management is the most effective way of retaining customers, attracting investors, keeping staff, whilst stabilising and growing your business.