ITSM implementation with IBM Maximo SCCD

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consulting services. mobile solutions.

IBM SmartCloud Control Desk (SCCD) provides the ability for you to extend your Maximo investment. For organizations who already use Maximo to manage their enterprise assets, adding the SCCD component to manage Information Technology (IT) Services, Changes, Assets, and Configuration Items (CI), makes perfect sense.

By bringing together previously distinct management capabilities, SCCD provides the benefit of managing assets, service requests and changes across virtualized and non-virtualized environments. SCCD extends your existing Maximo implementation, providing one holistic application that provides management of all your complex assets – IT or Enterprise

Under the hood
The SCCD solution is composed of:

- Service Request Management
  Service desk for handling service requests and managing incidents
- Service Catalog
  Intuitive self-help portal and a complete catalog of services
- Service Provider Support
  Service support and service delivery capabilities for multiple customers in a single deployed instance
- Change, Configuration and Release Management
  Impact analysis and automated change procedures
- IT Asset Lifecycle Management
  Inventory management and software license compliance capabilities

SCCD also comes with Information Technology Infrastructure Library (ITIL)-aligned processes.

Value of SCCD implementations
SCCD implementations can include implementing the entire suite or just the components that fit your current need.

Interloc's ITSM projects follow a proven implementation approach and methodology, ensuring your success.

SCCD implementations cover:

Service Desk Components – Service Catalog, Service Request, Incident, Problem, and Surveys. We can use existing SCCD processes or design new processes that meet your growing needs.

Change and Configuration Management – Implementation of Maximo SCCD change applications and processes, Configuration Management, CI discovery

Asset Management for IT – Implementation of IT asset management and asset management life-cycle processes, software license management, asset discovery.

SCCD benefits
- Reduce total cost of ownership by using one unified solution
- Reduce Business Risk by using advanced impact analysis and defining automated change procedures that ensure integrity of existing infrastructure while supporting business agility
- Improve efficiency and Quality of Service by unifying asset, change and problem management across both IT and the rest of the enterprise
- Lower cost and mitigate license compliance risk by performing end to end software asset management
- Improve utilization rate and reduce unnecessary purchases by managing the IT asset lifecycle

Learn more

Years of successful Maximo implementations make Interloc the right choice for your SCCD implementations. Contact Interloc today to learn more about extending your Maximo value with SCCD.

Interloc can perform the following:
- SCCD full implementation life-cycle from install to production
- Upgrades of previous versions of Maximo TSRM, CCMDB and TAMIT to the latest version of SCCD
- Process, fulfillment and workflow generation to take advantage of the latest releases of SCCD for your organization

Contact us at interlocsolutions.com

About Interloc Solutions

Interloc is 100% dedicated to helping clients realize the greatest potential from their Maximo investment. Interloc not only has AAA/gold technical accreditation and a deep expertise in Maximo knowledge, but has raised the bar by providing innovative solutions for our client's success.

Interloc has been recognized multiple times for our consulting services practice excellence and our innovative next generation mobility products for IBM Maximo, being named winner of three IBM Business Partner awards, finalist for three IBM Business Partner Awards, and finalist for two IBM Beacon awards.

faster Maximo value with leading edge technology

Taking Maximo business transformation to a whole new level with technology expertise. Interloc can harness Maximo for your industry requirements providing a complete range of award winning services:

- Business transformation processes
- IBM and Industry award winning services
- Industry solutions

- 24 x 7 support desk
- Technical support tools
- Implementation
- GIS

- ERP integration
- Upgrades
- Reports
- Training

- ACM
- Linear
- HS & E
- Calibration

extending Maximo value with innovative solutions

Extending value of your Maximo with solutions that make business sense. Every project. Every day.

AI-NPDES — Joint solution with Bentley Systems — Automate compliance with Clean Water Act

Mobility Solutions — Award-winning, next generation Mobile Informer and Interloc Mailer

Industry Specific Answers — Award winning Oil & Gas and Transportation solutions

Technical Tools — Smarter consulting practices — JUnit, Data Loader, Release Manager

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Premier Business Partner

IBM

Beacon Award
Finalist 2014

Tivoli Software Award
Winner 2013