

## ICT OPERATIONS OPTIMIZATION

### Operational Performance Improvement

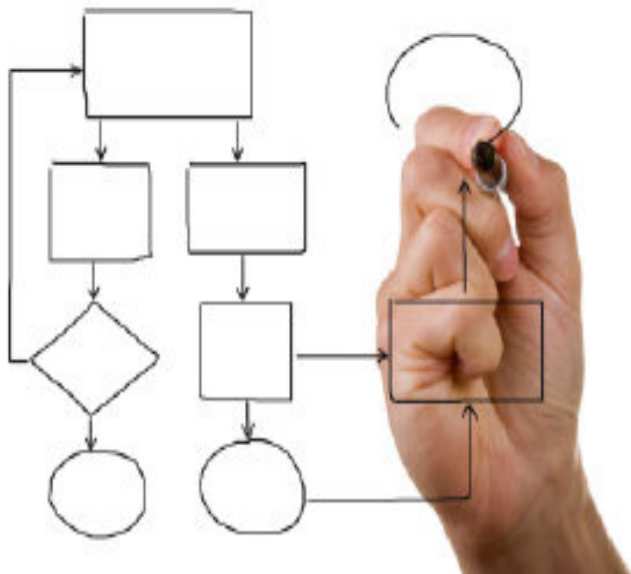
- > Standardise your operations and delivery business practices
- > Improve your demand management process
- > Be proactive in maintaining and improving your service level

### OPTIMIZATION OF INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT) OPERATIONAL PROCESSES

enables organizations to quickly respond to requests, and even anticipate them, while maintaining a stable infrastructure that must integrate an increasing number of new technologies.

Createch has developed a structured approach of process optimization. Inspired by the LEAN philosophy and ITIL® v3 framework, it promotes a more efficient IT service management and control of daily operations. This approach aims to integrate good practices relevant to your industry in optimizing work organization, methods, procedures and business rules. An IT management framework maximizes value creation by your team and minimizes inefficiencies and waste.

### Maximize the performance of your ICT operations!



#### SCOPE OF SERVICES

- > Diagnostic of existing operational processes
- > Design and improvement of ICT services operation centers
- > Optimization and automation of processes
- > Definition and deployment of performance measures
- > Integration of LEAN Management concepts (DMS)

#### PROVEN METHODOLOGY

- > Analysis of business objectives
- > Alignment of operations and processes with tools (ITSM, ERP, ticketing, etc.)
- > Design of targeted business processes
- > Definition of an improvement program
- > Soutien Implementation support; detailed design, project management and supervisory staff coaching