

On the Radar: ITRP

IT service management in the cloud

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SUMMARY

Catalyst

Organizations are spending more of their IT budgets on services from external providers, with the cloud accelerating this trend. Outsourcing services and forging relationships with third parties that offer technology is now common. To ensure service availability, IT departments must ensure that they are in control of all the services they provide to end users. In order for this orchestrated form of IT to be successful in providing ongoing value, communication and awareness of information, such as service levels and escalation channels is vital. ITRP is an ITSM solution that includes the features you would expect from an ITSM solution, but it differentiates itself by focusing on communication and the relationships between IT and third-party suppliers.

Key messages

- ITRP features automatic tracking of all agreements that exist between the business and IT, within IT, and with service providers
- It can help improve the communication and collaboration between IT departments and external providers.
- ITRP has been designed with the user in mind, resulting in a UI that is clean and easy to navigate.
- ITRP has been developed as a native SaaS application.

Ovum view

With the uptake of cloud continuing to increase, IT departments are establishing a greater number of relationships with external providers who offer resources by which they can better serve their customers. Ovum believes that ITRP can help with the challenge of this more orchestrated IT department, ensuring that information relating to the services provided by outside parties is both easily accessible and also meets agreed expectations. The solution can track the service levels provided to end users, as well as those obtained from external providers. Ovum believes that a solution that can act as a platform and improve an internal IT department's relationship and communication with external

On the Radar: ITRP (IT018-001394) 10 Sep 2012

providers will become increasingly more important as cloud-based services continue to gain traction. Conceived by people with years ITSM experience that have seen the industry evolve, ITRP aims to meet these needs.

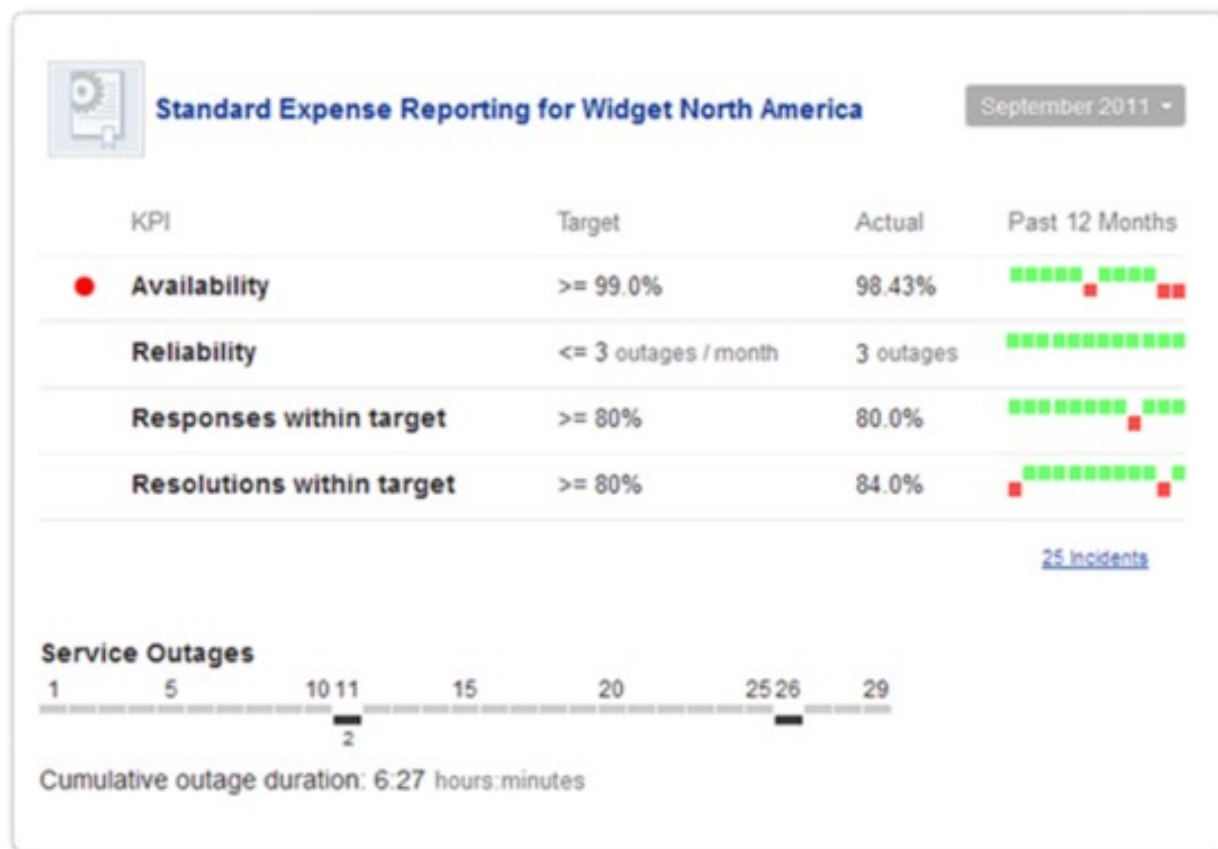
RECOMMENDATIONS FOR ENTERPRISES

Why put ITRP on your radar?

ITRP is a tool designed specifically for large organizations and their outsourcers through experience gathered from IT service management implementations for companies such as Avaya, Canon, and Danone. A solution that is built on the knowledge of the real-world issues facing organizations, and by people with ITSM industry experience, is certainly of benefit. During development, much focus was placed on the user interface of ITRP, with the development team stressing the importance of it being as clean as possible, with only a few clicks taking the user to the option or feature required. This, along with the solution's high availability have become a key differentiator for the company, with customers impressed by the ease of navigation, responsiveness, and high availability, criteria that are especially important given ITRP is a SaaS delivered solution.

It is common for large organizations that have been through previous mergers and acquisitions to have multiple IT departments, often without ANY centralization of IT services. This can lead to communication challenges, especially when various different tools are being used. ITRP is a solution built to ensure that these different departments are better able to work together, improving communications and productivity, while also helping to break down departmental silos. In addition, organizations are able to work securely with various external service providers and first-line support in ITRP, allowing the SLAs of all external organizations to be tracked, regardless of whether they themselves use ITRP.

Figure 1: SLA history detail in ITRP



Source: ITRP

HIGHLIGHTS

Background

The ITRP Institute was founded in 2010, and is based in Palo Alto, California. The first version of ITRP was released in the same year. The company's management team is experienced, with the CEO previously having worked for both HP and BMC and also accredited as an ITIL expert since 1993. This relevant expertise and experience has been leveraged to develop a solution that meets the needs of modern-day IT service providers, helping them mature beyond just incident management, spending less time with technology and more time on supporting their customers. ITRP is a native SaaS-built solution with licensing options including a per-user basis. Regardless of how many roles the user undertakes, they will only consume one license. Updates to ITRP are made seamlessly and regularly, ensuring that the application is constantly evolving with no interruptions to customer instances.

On the Radar: ITRP (IT018-001394) 10 Sep 2012

Current position

As with many ITSM solutions, ITRP provides support for the core ITIL processes of incident, problem, and change management. In addition to this it supports six other ITIL processes including service portfolio and catalog management. ITRP is a tool that has been built on the belief that IT service providers should focus more on the needs of customers, becoming more productive, and not being limited or restricted by supporting technology. Service level agreements (SLAs) are vital in ensuring that service expectations are not only being met, but also help in the identification of improvement opportunities. SLAs are traditionally a one-time document, drawn up when establishing a service and only referenced in times of dispute. ITRP features automatic tracking of all agreements that exist between the business and IT, within IT, and with service providers. Awareness and visibility of SLAs therefore increases and the service delivered can be improved.

With any SaaS delivered solution, availability and speed of response should be a key consideration. This is something that ITRP prides itself on. Global uptime performance coupled with the responsiveness of the SaaS-based solution were a key factor in a recent customer win. To ensure data is protected by the most stringent data privacy laws, ITRP has opted to host the production environment in Ireland. The infrastructure of the ITRP service is distributed over two separate physical data centers. In case one facility goes down, the environment is configured to automatically failover. In the extreme event that both facilities become unavailable, the most recent daily backup of the data and the hardened server images will be obtained from a third data center in Ireland to recover the service there.

The demand for self-service functionality has become a key criterion for organizations when selecting a new ITSM tool. ITRP supports self-service, not only allowing users to raise new incidents and requests, but also enabling them to view the status of tickets that they may have open, and to update them with additional information. This type of functionality is most beneficial when extending to the wider business, and with ITRP this can be done free of charge from within a web browser and with no need to purchase additional licenses.

DATA SHEET

Key facts

Table 1: Data sheet

Product name	ITRP	Product classification	ITSM Solution
Version number	37	Release date	August 7 2012
Industries covered	Enterprises	Geographies covered	EMEA, Americas, APAC
Relevant company sizes	Enterprise level	Licensing options	Named user per month (unlimited free self service)
URL	www.itrp.com	Route(s) to market	Direct, partners
Company headquarters	Palo Alto, California	Number of employees	Undisclosed

On the Radar: ITRP (IT018-001394) 10 Sep 2012

Source: Ovum

APPENDIX

"On the Radar"

"On the Radar" is part of Ovum's series of research notes that highlights up-and-coming vendors that bring innovative ideas, products, or business models to their markets. Although "On the Radar" vendors are not always ready for prime time, they bear watching for their impact on markets and could be suitable for certain enterprise and public sector IT organizations.

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