



Assess



Architect



Establish



Educate



Manage

Manage



Paradigm Manage

For over a decade, IT has appeared near the top of Board Level agendas. Afraid of falling behind the competition, organisations have implemented systems, processes and facilities at a rapid rate.

All too often, these hastily-implemented ventures have been task and deadline driven, with little emphasis on how the developments are going to be managed and supported.

For an organisation to offer high-quality IT provision, it is vital that it proficiently manages all aspects of its IT Support and Delivery.

What does it achieve?

Paradigm Manage offers a diverse range of solutions that ensure the quality and consistency of an organisation's IT provision.

The service can run alongside a much wider Service Improvement programme; fully project managing the introduction of new IT processes and procedures into an organisation.

Interim solutions are available for IT/Operations or Service Delivery Management. This offering provides highly-skilled individuals to cover a shortfall in staffing levels or to strengthen a department's existing resources.

Paradigm Manage also offers Project and Programme Management solutions. Consultants use their practical experience to competently deliver IT, Operational, Infrastructure and Service Management projects and programmes; ensuring that developments deliver on time but can also be supported after they 'go live'.

In addition, Paradigm Manage offers Outsource; a fully outsourced Service Delivery Management solution. This service is aimed primarily at small to medium sized businesses but is equally pertinent for larger, corporate users; allowing organisations to cost-effectively transfer part, or all, of their Service Delivery requirements to Paradigm.

Key Benefits

- Improves customer experience and perception of service.
- Maintains continuity of IT management and service levels during resource shortages, staff absence or while recruiting.
- Service-driven approach ensures that IT systems, processes and facilities can be properly supported after implementation.
- Enhances existing team with specialist knowledge of IT Operations, data centres and project/programme management.
- Resolves problem areas by using a specialist team to focus on issues.
- Allows organisations to cost-effectively offer Service Delivery Management; outsourcing part or all of their requirements.

PARADIGM
IT Service Management

IT stability
with agility

How does it work?

The same key principle lies at the heart of all Paradigm Manage services; to provide organisations with a seamless and cost-effective means of managing their IT, Operations and Service Delivery functions.

The service can be used by organisations who are working on service improvement with Paradigm, using the Company's consultants to project manage the entire programme.

Qualified consultants use their 'real life' management experience to swiftly and painlessly work through the client's requirements; using best practice methods to underpin the work carried out.

These skills are backed up with a service-led approach; an approach that works to tasks and deadlines but ultimately focuses on how the service will be delivered on an on-going basis.

With Paradigm's outsourced Service Delivery, organisations can take out an annual contract that can be tailored to their specific requirements and budget. The flexible contract helps organisations – especially small to medium-sized businesses – to cost-effectively 'buy in' the specialist skills they need to manage their Service Delivery - without having to add to their staff headcount.

Whatever the position, the philosophy behind each and every engagement is to provide a seamless service that is indiscernible to the organisation's internal and external customers; a high-quality, practical service that represents clients with professionalism and integrity.

Why Paradigm?

Lead consultants possess an unusually high level of practical management experience, ensuring that consultants can use their extensive knowledge to get up and running without delay; creating a 'virtual' team that can confidently tackle the job at hand.

Paradigm's outsourced service also makes Service Delivery Management a viable option for small to medium-sized businesses; allowing them to focus on their customers in the way they want – but could not otherwise afford.

Interim IT/Operations Management

- Can provide ongoing management or set up new departments or processes.
- Team leader to senior manager capabilities available.

Interim Service Delivery Management

- High level of expertise in improving customer satisfaction.
- Specialist team can be set up to tackle problem areas.
- Can review and create SLAs/OLAs (Service Level and Operating Level Agreements).

Project/Programme Management

- Typically, work is carried out using Prince2 and ITIL, however; similar frameworks such as Six Sigma and CobiT can equally be used.
- Delivery and quality-focussed approach.

Outsourced Service Delivery Management

- Annual contract that can be customised to meet an organisation's needs.
- Flexible offering available from one day per month.
- Provides cost-effective Service Delivery function.
- Please refer to detailed Outsource data sheet for further information.