CAPITA

The Capita Cloud Systems Management Service

Monitor, manage and ensure high quality end-user experience of cloud services

Ensure that at any given moment, you are monitoring end-user experience of your cloud services allowing you to quickly make corrective actions when issues occur. It provides seamless end-user experience monitoring, application performance management and business service management. This unique top-down approach starts with the end-user experience to provide critical impact information for business service management and for application performance troubleshooting.

- Visibility - see the true service quality being delivered to the end-user.
- Prioritisation - prioritise incident/problem resolution events with quantified business impact information.
- Isolation - immediately isolate which technology group is accountable for the incident or problem.
- Resolution - quickly find and fix the root cause of the problem through in-depth analysis.
- Communication - improve IT and business communication using business relevant information.
- Improvement - continually improve service quality using best practices such as ITIL.

Benefits of the Capita Managed IT Solutions Cloud Systems Management Service

- Enables optimised cloud based services performance with a unique solution based on three powerful capabilities: End-user Experience Monitoring, Application Performance Management and Business Service Management.
- This unique combination provides customers with a real-time, comprehensive perspective on service delivery to achieve service excellence and maximise operational effectiveness and business/ IT alignment.
- Provides value across the application life cycle and both distributed and mainframe platforms. This is unlike many solutions that can only be used in specific, targeted areas, limiting the return on investment. For customers with complex, multi-tier environments Capita provides an end-to-end solution..

Benefits include:

- Manage IT using business-relevant metrics that clearly communicate IT value.
- Understand the impact of performance problems on business processes, SLAs, applications, locations and affected end-users so you can effectively prioritise

Published: 27/03/13

troubleshooting efforts.

- Proactively monitor all users, on an on-going basis, so you can detect and fix performance problems before end-users even know about them.
- Create customised reports that support best practices such as ITIL and Six Sigma.
- Establish and maintain consistent service level agreements (SLAs) and know when SLAs are at risk.
- Isolate performance problems to the client, network, server, database or application tier.
- Make informed decisions regarding infrastructure utilisation and investments.
- Incorporate third-party metrics from a wide range of infrastructure and service desk tools to provide a single view of service quality.