



Service Assurance Solutions and Consulting

Service Assurance proactively manages technology infrastructures to prevent service disruptions and meet business goals.

Key Benefits

- Optimize your IT infrastructure to help meet your business goals
- Deliver technical solutions that quickly and efficiently detect, diagnose, isolate, and correct events
- Implement and integrate BMC Software's proven, industry-leading solutions
- Develop a metrics-based, results-driven strategy that improves your IT infrastructure's performance
- Extend your IT organization's resources by completing critical tasks such as coding, business process decomposition, and service impact modeling

The Challenge

In today's interconnected world, IT organizations often manage the risk of service disruptions by developing incident management and disaster recovery plans. As important as these plans are, they're only part of the solution. To be successful, you need a way to move beyond simply limiting an outage's impact to help prevent the outage from ever taking place.

The Solution: Service Assurance Solutions and Consulting

The solution's other part—Service Assurance—helps you measure, manage, and improve your IT infrastructure's performance, and Column Technologies is the perfect choice to help you realize Service Assurance's full potential. We offer a full portfolio of Service Assurance solutions and consulting services to address your needs. Each of them can each deliver significant value by helping you optimize your IT infrastructure's performance to meet your business goals.

As a BMC Software Business Service Management (BSM) Certified Partner with deep IT infrastructure integration and management experience, we're also well-positioned to help address your challenges. As both management and technology consultants, we can help you increase the value IT can bring to your organization.

Leading Technology: Service Assurance Solutions

At a time where technology infrastructures are more complex than ever, BMC Software's Service Assurance solutions each play a role in an integrated process that minimizes downtime and improves operational efficiency. They also readily work with trouble-ticketing systems, extension modules, and third-party programs without difficult, time-consuming configurations.

Column Technologies' Service Assurance solutions span the full incident management lifecycle, and each can stand alone or serve as part of an integrated approach to help your IT organization solve your most pressing needs:

Column Technologies can help you complete your:

- **Part 1: Detection and Diagnosis**

BMC Performance Manager and BMC ProactiveNet Analytics

Using performance thresholds to monitor your entire IT infrastructure, BMC Performance Manager identifies and proactively solves recurring, predictable performance issues. If it cannot solve a problem, it forwards an event to the BMC Service Impact Manager.

For organizations that want even more accurate detection, Column supports BMC ProactiveNet Analytics, a solution that learns your IT infrastructure's normal performance and continually adjusts alert thresholds to reduce false positives. The resulting improvements save time and resources on event management and monitoring tool administration.

About Column Technologies

Established in 1998, Column Technologies is a global technology, management consulting, and services company with proven success across the public and private sectors.

Column's success comes from long-term relationships, aligning our goals with our customers, and a collaborative approach that integrates people, process, technology, and support. Our end-to-end approach enables governments and companies to improve service and efficiency while lowering costs and risk.

Headquartered in the United States, Column has 275 employees and offices in Australia, India, Singapore, South Africa, and the United Kingdom as well as a global partner network.

For more information on our products and services, please visit www.ColumnIT.com.



- **Part 2: Diagnosis**

BMC Service Impact Manager

When it receives an event notification, BMC Service Impact Manager rapidly assesses its business impact and assigns it a priority. It then alerts your team to the problem, providing them with the location, business relevance, and resolution information they need to accurately confirm and rapidly address it.

- **Part 3: Migration**

BMC Atrium Orchestrator

The final step in the Service Assurance process, BMC Atrium Orchestrator improves on error-prone manual interactions by orchestrating and automating end-to-end processes. It easily integrates with the BMC Atrium CMDB, other BMC Software solutions, and other vendor solutions.

Leading Expertise: Column Service Assurance Consulting

Column's Service Assurance practice moves beyond vendor-specific solutions to offer standards based, metrics-driven consulting. We bring a strong BMC Software partner relationship, the knowledge and experience to understand your requirements, and an integrated approach that can closely align your performance with your business goals.

At the strategic level, our consultants take a full lifecycle approach, using proven methods, tools, and metrics to assess your maturity level and suggest proactive improvement opportunities. At an operations level, they can address any part of your Service Assurance needs, including coding, business process decomposition, and service impact modeling.

No matter what services you employ, you'll learn how to use real-world performance metrics to help you share your IT infrastructure's value and put your limited resources toward the activities most likely to improve your results. By doing so, you'll save time and resources, lower risk, and improve your results.

For More Information

To learn more about our Service Assurance practice and offerings and how they can help improve your IT infrastructure's performance while lowering risk and costs, please contact a Column Technologies representative or visit www.ColumnIT.com.

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