

SERVICE ASSURANCE

Many support organizations struggle to meet the ongoing demands of customer commitments for service and reliability. Although Service Level Agreements (SLA) and trouble management practices may be in place, there are continuously changing demands that challenge the effectiveness of those agreements. Changes in operational efficiency, numbers and types of suppliers, and outdated or inadequate procedures and tools will inhibit an organization's ability to keep up with customer's expectations for service.

Service Assurance is a framework that optimizes your end-to-end support mechanisms. We help you define, measure, analyze, and control your support environment focusing on your people, process, and tools. Our expertise around industry-standard frameworks such as ITIL and eTOM helps our clients standardize their operations support. This, in turn, enables them to increase user productivity, business transactions, and time to market for product and services.

A support organization needs to effectively react to events and efficiently interact with other organizations. We apply our expertise from the following three distinct, but interrelated service disciplines, when we adapt our solution to meet the needs of your support environment:

- Infrastructure—supporting technologies, including transport, communication, storage, and computing platforms
- Organization and Process—operational practices, including organizational structures, policies, procedures, agreements, and contracts by which a support organization operates and governs
- Applications—support systems that provide end-to-end service management used to automate **Service Assurance** workflows for service monitoring, performance, and trouble ticketing

Our **Service Assurance** framework optimizes your service management practices in order to deliver:

- Improved User Productivity via Increased Uptime and Reduced Mean Time To Repair (MTTR)
- Increased Business Transactions via Improved Uptime and Reduced MTTR
- Faster Rollout of New Products and Services via Reduced Troubles Associated with Change
- Decreased Costs via Efficient Processes and Staff Utilization
- Reduced Costs via Effective Automation and Tooling



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- Decreased Costs via Reduced Reactive Troubles and Troubles Associated with Change

Our approach to the **Service Assurance** framework begins with an operational assessment followed by development and implementation. We engage with clients at any point through this lifecycle. The process includes:

- Assessment—evaluate your current service level (including people, process, and tools) using document reviews, application outputs, and stakeholder interviews
- Strategy—identify and define applicable **Service Assurance** policies, processes, and activities based on your environment and needs
- Design—specify the **Service Assurance** procedures, organizational structures, job descriptions, skill set requirements, service- and system- management tool requirements, service level agreements, Key Performance Indicator (KPI) metrics and Key Quality Indicator (KQI) metrics
- Implementation—lead or assist with the lab trial, pilot, and production rollout of the design, lead or assist with a service-level agreement negotiation
- Operation—measure KPI and KQI data, make required modifications and optimizations, and provide updates for new and modified services

The goal is to implement a scalable and robust solution that addresses the ever changing demands on an organization. The **Service Assurance** deliverables include:

- Service Assurance Governance and Boundary Decision Policies
- Incident, Problem, and Capacity Level 0 – Level 3 Process Flows
- Incident, Problem, and Capacity Tool Requirement Specifications
- Service Assurance Operations Manual
- Organizational Structure with RACI-based (Responsible, Accountable, Consulted, and Informed) Roles and Responsibilities
- Service Level Agreement Definition
- Actionable Key Performance Indicators (KPIs) and Key Quality Indicators (KQIs)
- New Service Introduction Support Methodology



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