OUTSOURCING

IT
TRANSFORMATION

Leading IT's Evolution

indracompany.com
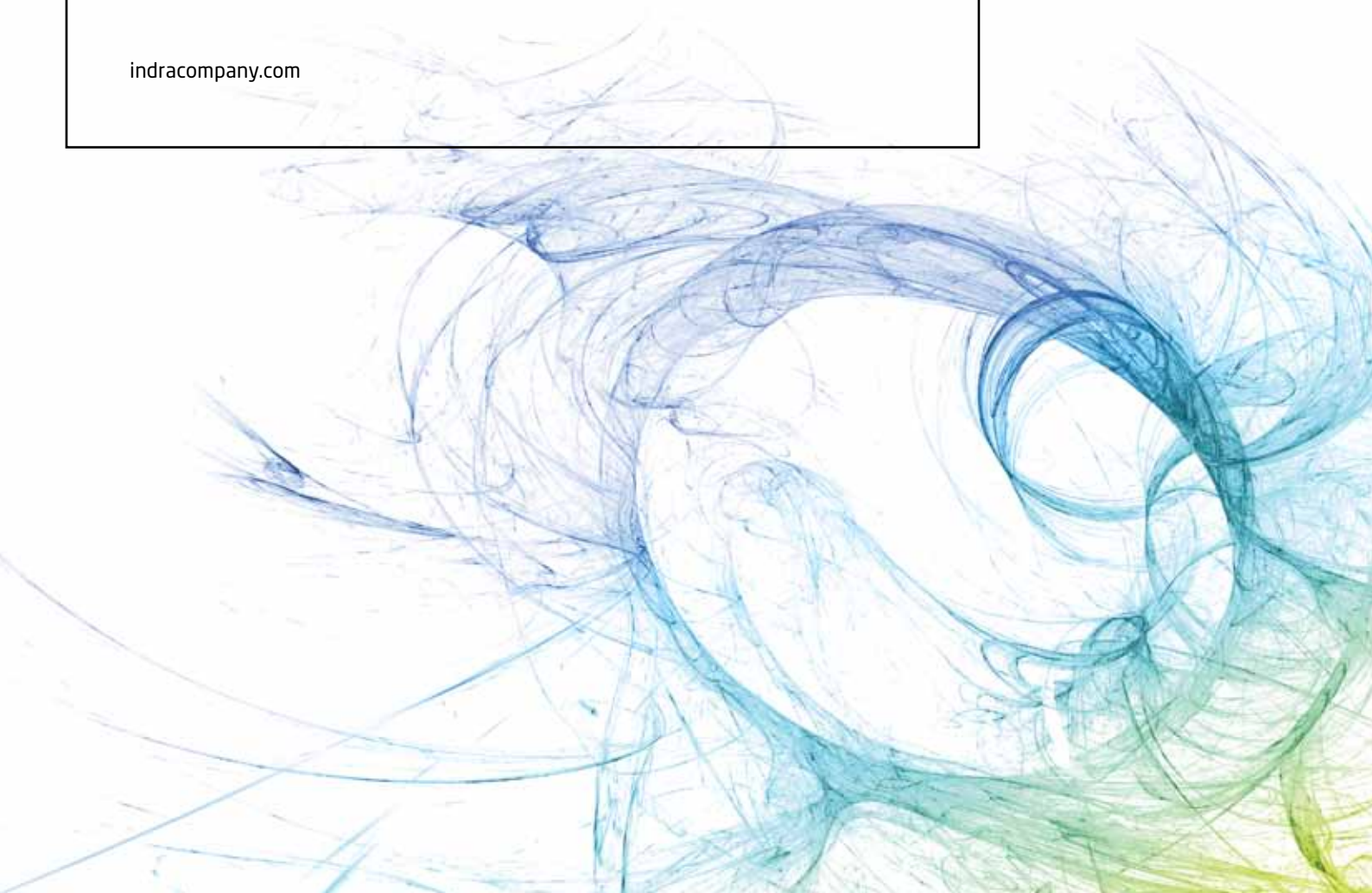
BUSINESS SERVICE MANAGEMENT

Business

Services demand

Users

Operations demand

Technical Experts

Technical demand

IT Governance

IT Service Management

IT Infraestructure Management

+ + + Infraestructure
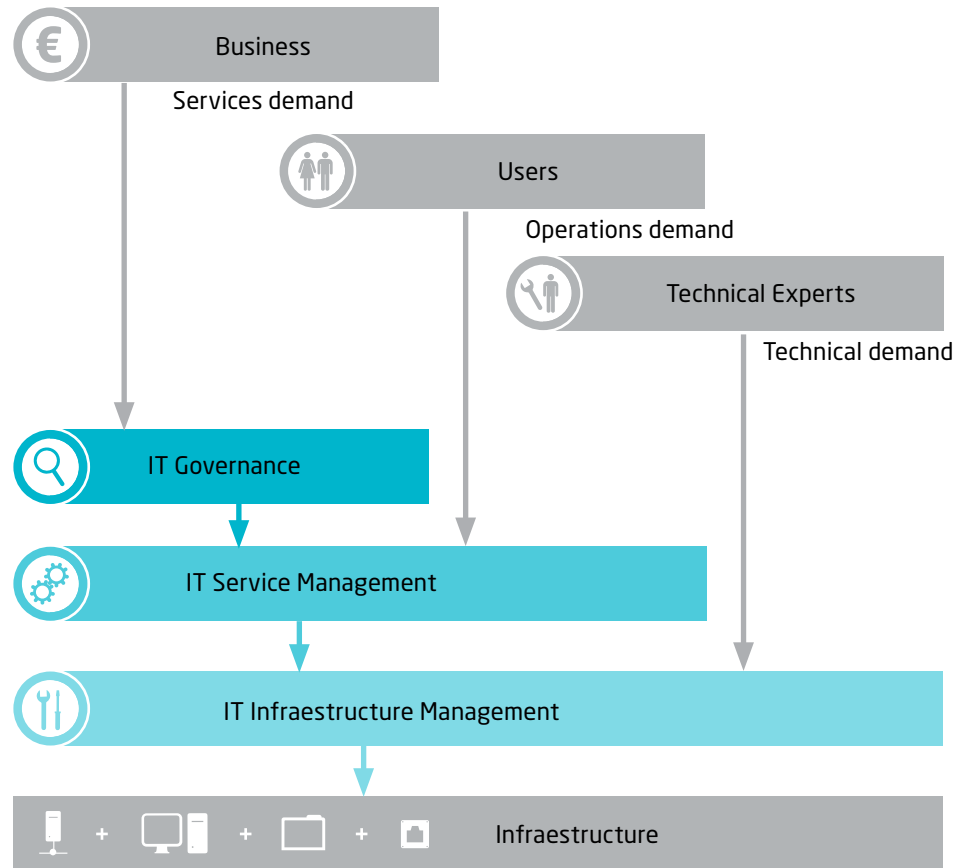
Business Service Management

Set of methods, processes and tools for a complete IT management view from the business perspective

ITIL "Out of the Box"
Set of applications aligned with ITIL best practices to support IT processes.

Lean IT
Minimize misuse of resources by eliminating activities that do not provide clear value to the final result.
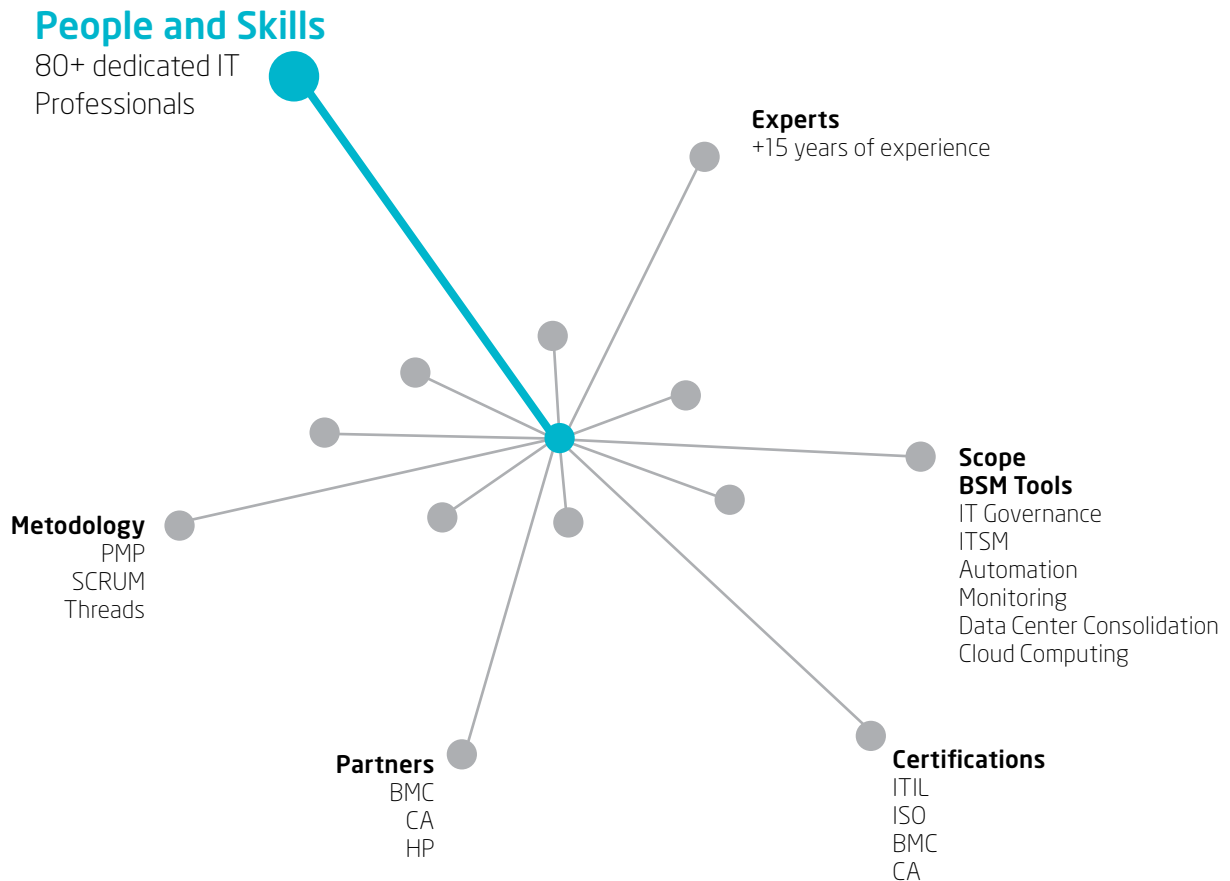
Focused on Service Lifecycle
End to end vision on how to integrate IT with business strategy.

SOA Architecture
Facilitates integration between products while minimizing the cost and difficulty to upgrade components.

Threads based Methodology
Our thread based methodology combines predictive frameworks (PMI) with agile methodologies, facilitating change management, reducing associated risks, maintaining control over costs, quality and management on a large project.

People and Skills
80+ dedicated IT
Professionals

Experts
+15 years of experience

Metodology
PMP
SCRUM
Threads

Scope
BSM Tools
IT Governance
ITSM
Automation
Monitoring
Data Center Consolidation
Cloud Computing

Partners
BMC
CA
HP

Certifications
ITIL
ISO
BMC
CA

Solutions

• **IT Service ManagementProcesos**

ITIL Process Implementation,
Implementation of IT Management Tools
that automates and facilitate IT delivery,
supporting all ITIL V3 processes such as
Incident, Problem, Change and Release
Management.

- **BMC Remedy ITSM 8.0**
- **CA Service Desk Manager r12**

• **Service Level Management**, IT Tools
that support the application and further
monitorization of Service Level Contracts
defined and by the IT Organization.

- **BMC Atrium SLM**
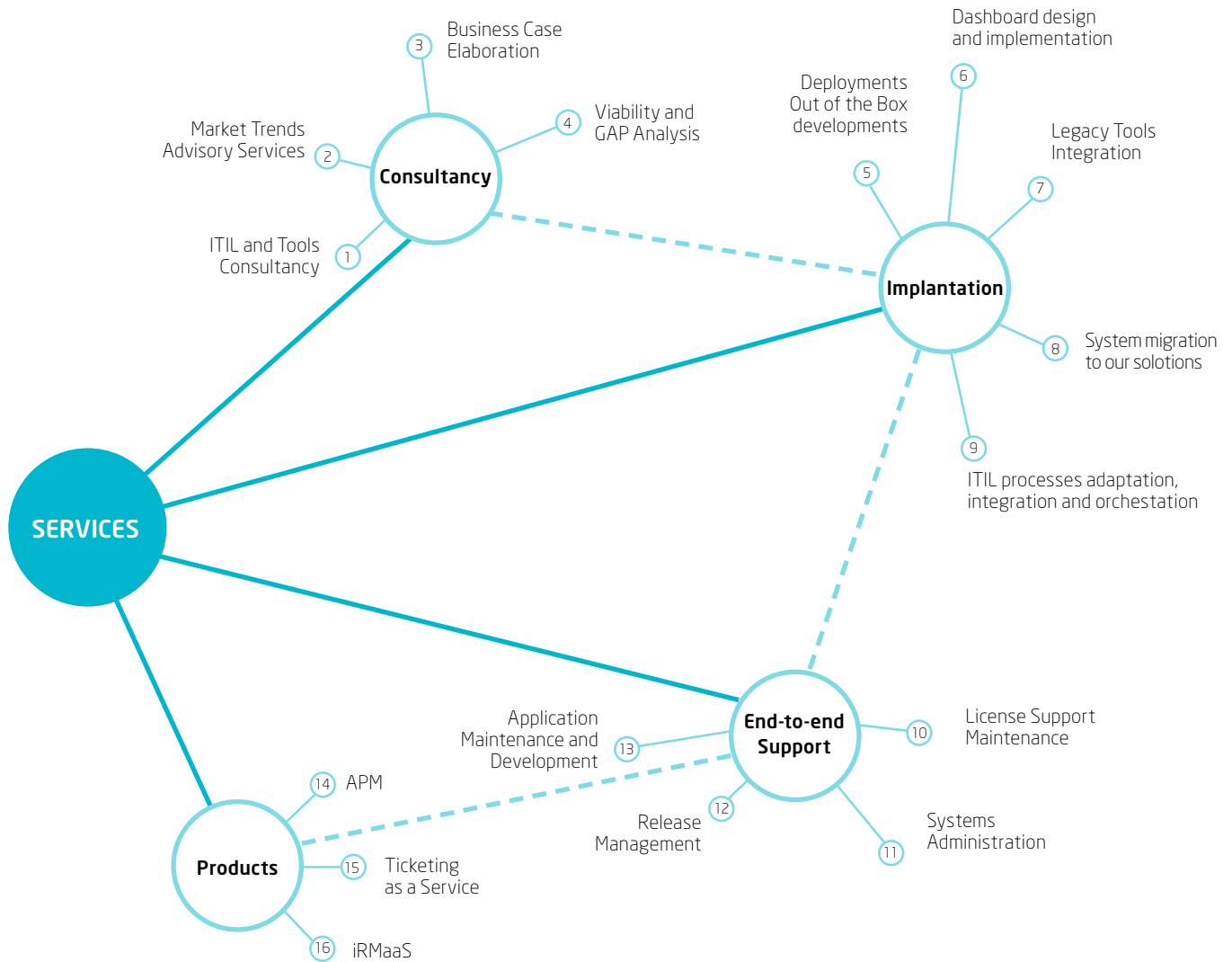- **CA Oblicore**

• **Configuration Management**,
Analysis and Design for the
Implementation of IT Logical and
Physical Repositories in order to provide
a logical relationship model between
Business Services, Applications and the
automatically discovered Infrastructure
Assets

- **BMC Atrium CMDB**
- **CA CMDB**

• **Analysis and Data-mining**,
Advanced Reporting functionality and
Management Dashboards that provide
a management vision about all IT
Operations

- **BMC Dashboards and Analytics**
- **CA BOXI**

Business Case
Elaboration

Dashboard design
and implementation

Market Trends
Advisory Services

Deployments
Out of the Box
developments

Legacy Tools
Integration

Viability and
GAP Analysis

3

2

4

6

5

7

Consultancy

Implantation

ITIL and Tools
Consultancy

1

8

System migration
to our solotions

9

SERVICES

ITIL processes adaptation,
integration and orchestation

Application
Maintenance and
Development

13

End-to-end
Support

10

License Support
Maintenance

APM

14

12

11

Systems
Administration

Products

15

Ticketing
as a Service

Release
Management

16

iRMaaS

Infrastructure Datacenter

Automation/Cloud Computing,
• IT Management Tools that allow
unattended management of complex
IT tasks such as Virtualization
Management, Discovery, Data
Integration, Software Patching, OS and
Application Provisioning...

• **BMC CLM 3.0, BMC BladeLogic, BMC
Atrium Orchestrator, BMC ADDM...**
• **CA Datacenter Automation, CA
ITPAM, CA Cohesion, CA Service
Catalogue**

• IT Systems Monitoring,
IT Tools that allows the monitoring of the IT
Infrastructure. (Vital Signs, Service Based,
Threshold Based, Predictive, Application
Performance)

• **BMC Performance & Proactive, BMC
APM**
• **CA Spectrum Service Assurance, CA
Wily**
• **Compuware GOMEZ, Lucierna,
Osmius, Nagios**

Products

Besides Projects and Services, IT
Transformation team offers a set of
products "As a Service" within Indra's
private Cloud -**Flex IT**- , including:
• **Ticketing as a Service**, flow modeling
for several markets

• **iRMaaS (Indra Remedy Management
as a Service)**, ITSM Remedy end-to-end
full management by payment per user/
month.
• **APMaaS**, Application Performance
Management from the Cloud

OUTSOURCING

Our area at Indra , exclusively dedicated to the revamping of IT Management Operations with a combination of Process Analysis and IT Tools Implementation, has consistently achieved great success and has built an excellent reputation across all business silos by maintaining a close relationship with our software partners and complete dedication to our customers needs.

References

International
TO2 UK
SAT México
ICBF Colombia

Transport Sector
AENA y Barajas
ADIF
DGT
Renfe

Utilities
Gas Natural Fenosa
Canal de Isabel II
REE

Public Administration
Ministerio de Economía y Hacienda
Gobierno de Cataluña (CTTI)
OAMI
Región de Murcia (CARM y SMS)
Correos

Finance
Grupo Santander
Bankia
Banco de España
Banco Popular
BBVA

Industry
Holcim
Indra Sistemas
Celsa
Prosegur

Telcommunications
Vodafone
Grupo PRISA
R-Cable