

EMC Consulting Data Center Operations Services

Accelerate efficiency by improving data center operations

EMC® Consulting Data Center Operations Services provides processes and tools that improve operational efficiency. EMC Consulting helps improve data center operational efficiency by raising IT process efficiency, increasing asset utilization, and improving service levels.

Business challenge

In times of shrinking budgets and exponential data growth, IT organizations are being challenged to deliver services more efficiently. However, many organizations have difficulty achieving a service-oriented delivery model because operational processes are not optimized and roles and responsibilities are not clearly understood or defined. For example, the service request process used to map requirements into technology assets is haphazard. Builds are often inconsistent, lacking linkage to other processes which prevents management from obtaining the visibility they need into utilization metrics. These operational inefficiencies increase costs and risk to the enterprise.

Service description

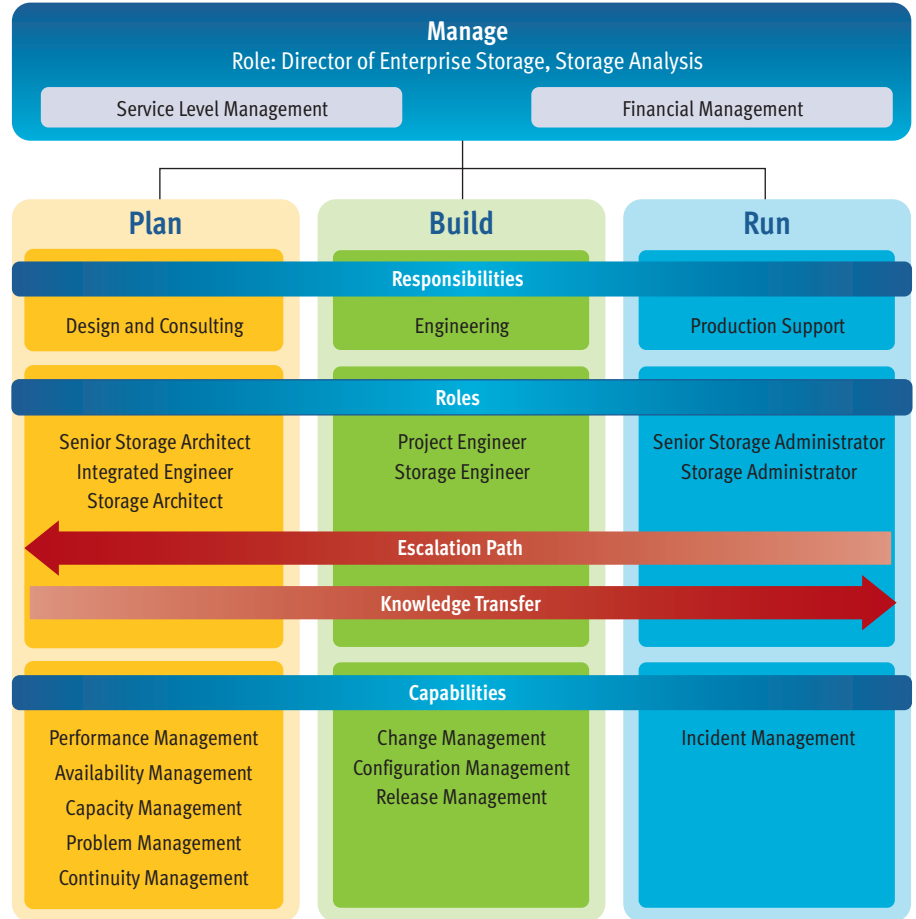
EMC Consulting offers an information-centric approach to improving data center operational efficiency by optimizing people, processes, and technology. EMC helps the customer develop a service-oriented infrastructure based on service catalogs and alignment of applications. By optimizing data center processes, organization, and financial management, EMC Consulting can help create a data management strategy that best maps business requirements to service levels. Key EMC Consulting Data Center Operations Services offerings include:

- **IT Service Management**, which begins by understanding business requirements and documenting them in a toolset called a service catalog. These service catalogs map IT service levels to those requirements. The catalogs are used to generate appropriate reference architectures and can be used in release, change, and capacity management functions among others.
- **Process Rationalization**, which offers high-level strategy, assessments, and recommendations for improving data center processes.
- **Organizational Alignment**, which assists customers by analyzing their current organizational structures and determining their current mix of skills. Then EMC Consulting recommends ways to improve both the organizational structure and better map organizational skills to the newly defined organizations.
- **Dashboard and Reporting**, which enables the organization to monitor and improve asset utilization and performance.
- **Automation**, which maps manual business processes to easily configured automated workflow.

Healthcare Information Provider

- Increased efficiency by curtailing average cycle time for server provisioning by 25–35 percent
- Accuracy improvement in provisioning from < 65 to 90 percent
- Baseline metrics can now be developed and measured

EMC Consulting also delivers value to organizations by combining service offerings to create an Operations Center of Excellence. The value of an Operations Center of Excellence comes from its focus and continuous improvement of organization structure, roles, and responsibilities. The efficient use of time, governed by standard processes and procedures combined with automation to reduce the time to perform key tasks, is married to controllable processes that reduce capital and operational expenses while raising service levels. All of this leads to continuous improvements that align service delivery with business, operations, and technical requirements.



Service value

EMC Consulting has helped hundreds of enterprises around the world define service catalogs, rationalize and refine processes, and redesign IT organizations using industry best practices and operational frameworks such as ITIL v3. Tap our extensive experience in deploying information infrastructure initiatives to improve operational efficiency, raise service quality, ensure IT/business goal alignment, and lower total cost of ownership in your information infrastructure.

EMC Consulting

As part of the world’s leading developer and provider of information infrastructure technology and solutions, EMC Consulting transforms information into business results. Our consultants bring a unique mix of industry, business, and technology expertise to solve today’s toughest challenges. We use field-tested tools, proven methodologies, best practices, and industry standards to minimize risk and optimize time to value in our engagements. We provide a full range of consulting, design, implementation, and support services.



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