



Consulting competence.

An optimum in IT service innovation

Optivation is an enterprise that offers full IT service management consulting and looks after IT transition and transformation processes, either with a full-service package or with expert module support. Their goal, the technological optimisation of their client's IT process world, is reached with efficiency and expertise – resulting in putting their clients ahead of competition.

TEXT: CORNELIA BRELOWSKI | PHOTOS: OPTIVATION HOLDING

The Optivation three-step procedure consists of the analysis of the task or problem at hand, followed by creating innovative and individualised solutions and integrating them into the customer's IT operation with a conscientious, follow-through attitude.

CEO Thomas Bühler states: "We have our virtual 'tool box' at the ready at any given time. Regarding the state of a company's process, we can offer a complete outsourcing consulting package, or jump in at the ready to help out with details. The difference to other global players in the sector may be that our level of expertise never changes, as the implementation and sup-

port of a project is performed by the same experts who formed the initial planning team."

The experienced consultants at Optivation go the extra mile. Their work is marked by a specific solution competence, tailor-cut to the given situation or the respective stage of a transition process. If for a full transition or the optimisation of an outsourcing project, the same level of expertise is applied on both planning and implementation. In many cases, the post-transitional backup service and daily support of a company's or institution's IT body is also part of the deal. Thus, the Optivation team of consultants keeps the level of expertise

throughout the process and beyond. Their clients stem from the public and financial sectors, as well as the manufacturing industry and the IT service sector. However, basically any institution, company or enterprise with an IT department will highly benefit from their customised, reliable and varied expert service offers.

Optimised IT service expertise

The Optivation experts step in for consulting on both service and governance management, as well as taking over an interim management if needed. By applying their self-developed and pre-generated procedure models to each individual task, they focus only on those aspects that are truly necessary and economically feasible for the client.

In terms of IT Governance, Optivation provide a targeted support of the controlling, monitoring and reporting of IT services. This concerns both inhouse IT structures as well as services brought in through ex-

ternal providers. Based on the best practice advice sketched out by the ITIL-V3 model, the process applied by Optivation will focus completely on the individual requirements at hand.

Interim management can be an effective support factor in bottleneck situations, when resources are needed elsewhere, or if the workload gets out of hand. In these cases, Optivation experts take over a company's IT management on a temporary basis – armed with know-how and expertise, working side by side with the company management.

Support systems, workplace enhancement and security

The Optivation 'IT-service management suite' offers a choice of modern tool-independent ITSM solutions that help to build a company's spine while being flexible, functional and user-friendly alike. Having made their pick, Optivation will help customers with optimal process controlling and a high productivity by keeping all IT processes at a level of permanent compliance.

When it comes to workplace innovation, be it of technological or process-related nature with a focus on cost optimisation, security or ergonomic aspects – the Optivation analysis tools and models enable a company to make full use of their innovation potential.

IT security is on everyone's lips nowadays, with both legal requirements and individual expectations asking for tailor-cut solutions on the one side and easy-to-grasp IT security guidelines on the other. New technologies need to be applied frequently and safely. Here, Optivation consultants step in with minimising risks and a cost-efficient analysis.

Transition and provider management

Optivation take over an outsourcing project either as a whole or in parts as required. Their module 'IT Transition Services & Provider Management' supports an enterprise or institution in pointing out the relevant thematic field and the suitable outsourcing partner, while at the same time optimising the entire transitional process.

Whether transition, support or controlling, interim management or key provider, Optivation have your back when it comes to IT services through a directly acting, customised expert support, built for longevity and success.

This year, Optivation are looking forward to further adjust their expert programmes

to upcoming challenges with regard to the 'Industrie 4.0' era and Cloud Computing developments. Active on the respective panels and research bodies, they understand innovation as the productive counterpart of adapting to the future, while always keeping their customers in mind.

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