



UNITY IT Service Management Architecture and Design Services Service Definition



Service Description

Unity World has over 25 years' experience in managing and delivering IT services, we deliver a continuous development approach to our service management. We understand the fast-changing pace of ITSM design and work with our customers to design and implement an ITSM architecture that delivers today and in the future. Our service design team work together with our customers to design a structure that keeps them in the driving seat.

By leveraging the experience of Unity World, and our long history of continuous improvement, we will help you to develop, mature and deliver your own processes that are adapted to industry best practices alongside adaptation to meet your unique needs and requirements. Our services keep you at the forefront of ITSM design and allow you to continuously grow the service around the ever-changing technology support market.

Our engagement plan will involve several key steps that are used to understand your requirements further while still maintaining our flexibility to ensure that you are able to get the most value from Unity.

- We start with a kick off presentation and meeting to discuss the scope of the project, identify the project requirements and build a detailed plan that are tailored to meet your objectives.
- This is followed by a review of your current processes, policies, procedures, and tool sets. This is then mapped against your current barriers and bottlenecks, helping to identify areas are preventing you from achieving your aspirations.
- Our team then design and create an improved service management system that includes process changes, recommended tools, and improved documentation including policies and procedures.
- The following step is to work with you to implement these changes into the department, allowing for us to support you with any change management and subtle changes to the service management service. This continuous improvement model will allow you to maximize your resources and deliver more within your new framework.

Service Features

- bespoke ITSM architecture design inline with organizational objectives
- Design and creation of ITSM Service architecture and strategy
- Procurement support for an aggregated supply chain for maximum value
- Service Catalogue analysis, design and implementation support.
- Strategy design for software and hardware asset management
- ITSM compliance and review and development.
- Solution Architecture design based on IT4IT
- Multi-domain experienced consultants

Service Benefits

- Integrated, holistic service architecture and strategy supporting business priorities

- Increased alignment between IT and business objectives
- Better-informed decision making and service improvement priorities
- Optimised ITSM solutions for increased productivity.
- Increased supply chain value through aggregated services
- Reduced operational costs through resource optimization
- Business and Technology integration for optimisation
- Cloud Technology Service offerings and support elements

Why Work with Unity?

- **Expertise and knowledge:** Unit has over 25 years of IT and Technology experience from a range of different sectors. Our team have worked closely with a range of customers from SME's to large national providers.
- **Strength and Depth:** Unity has a diverse business portfolio that captures multiple areas of digital transformation projects, our teams are all exposed and trained to support and deliver solutions from across the group while still specialising in their respective fields.
- **Tailored Approach:** We never attempt to shoe horn solutions and products into a customers business, we work to understand their requirements and remain flexible to integrate and deliver a solution that is fit for their needs.
- **Accreditation and Security:** We design security into everything we deliver, and adhere to a number of standards that support our dedication to data security, With ISO27001 accreditation, we are committed to showcasing our strong working practices in regards to data security and cloud solutions.