



Customer experience, performance, monitoring & observability of cloud services

iCore is an independent IT Transformation consultancy, providing pragmatic approaches to help our customers develop their management and delivery capabilities for cloud-based services delivering today's high velocity IT services.

Our consultants continually face challenging and varied delivery assignments, finding new and innovative ways of managing and delivering IT & Digital services.

Using this knowledge, we advise, prepare and improve our customers service delivery models to deliver their cloud service implementation or transition objectives.

You can trust that we know what to do, when to do it, and how.



Modern IT service management for cloud services

Many organisations view moving to the cloud as just a “technology” change.

Migrating to cloud-based services and infrastructure impacts all dimensions of service delivery, including people, process and partners, as well as the technology management methods.

We support your cloud transformation journey by identifying and embedding the service and organisational changes needed to fully realise the cloud and digital outcomes your organisation requires.



Our approach



Determine relevant delivery readiness factors that are needed to meet your organisations cloud migration objectives



Assess current delivery against these identified readiness factors to target specific areas requiring improvement



Define an overall roadmap of change to improve your service delivery to assure that the desired outcomes can be obtained to support your cloud migration



Create and deliver action plans against the roadmap preparing your organisation for managing ongoing delivery of your cloud services



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Features

- Ensures cloud delivery aligns to capacity, resources and expectations.
- Uses performance driven data to inform decision making about how to fix problems and improve cloud services.
- Creates user centric services that meet your organisation's needs.

Benefits

- Reduced costs and increased return on investment from cloud investments.
- Improved identification and response to changing requirements and priorities in service delivery.
- Alignment of reporting and measures to the service outcomes that the organisation understands.
- Focused on developing observability and event management in services, improving incident avoidance and response.
- Provides key insights for product, DevOps, SRE and service teams.

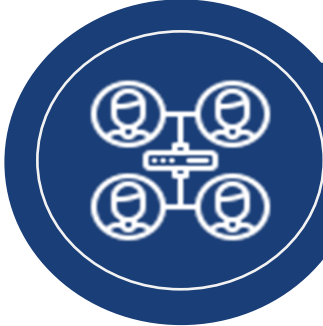




We help companies navigate their way through major change successfully, providing first-hand experience in guiding people through the `change curve`



Over 25 years of delivering Pragmatic Service Management consultancy – always learning better ways of embedding best practice & passing this knowledge on



Modern thought leadership & approaches to help organisations embed Modern Service Management to align with the demands of a digital, unpredictable & agile world



Diverse client base across several sectors, including Central Government, Oil & Gas, Manufacturing, Transport & Logistics, Banking, Human Resources & Staffing, and Telecommunications



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