



Service catalogues, request fulfilment and Enterprise Service Management (ESM)

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



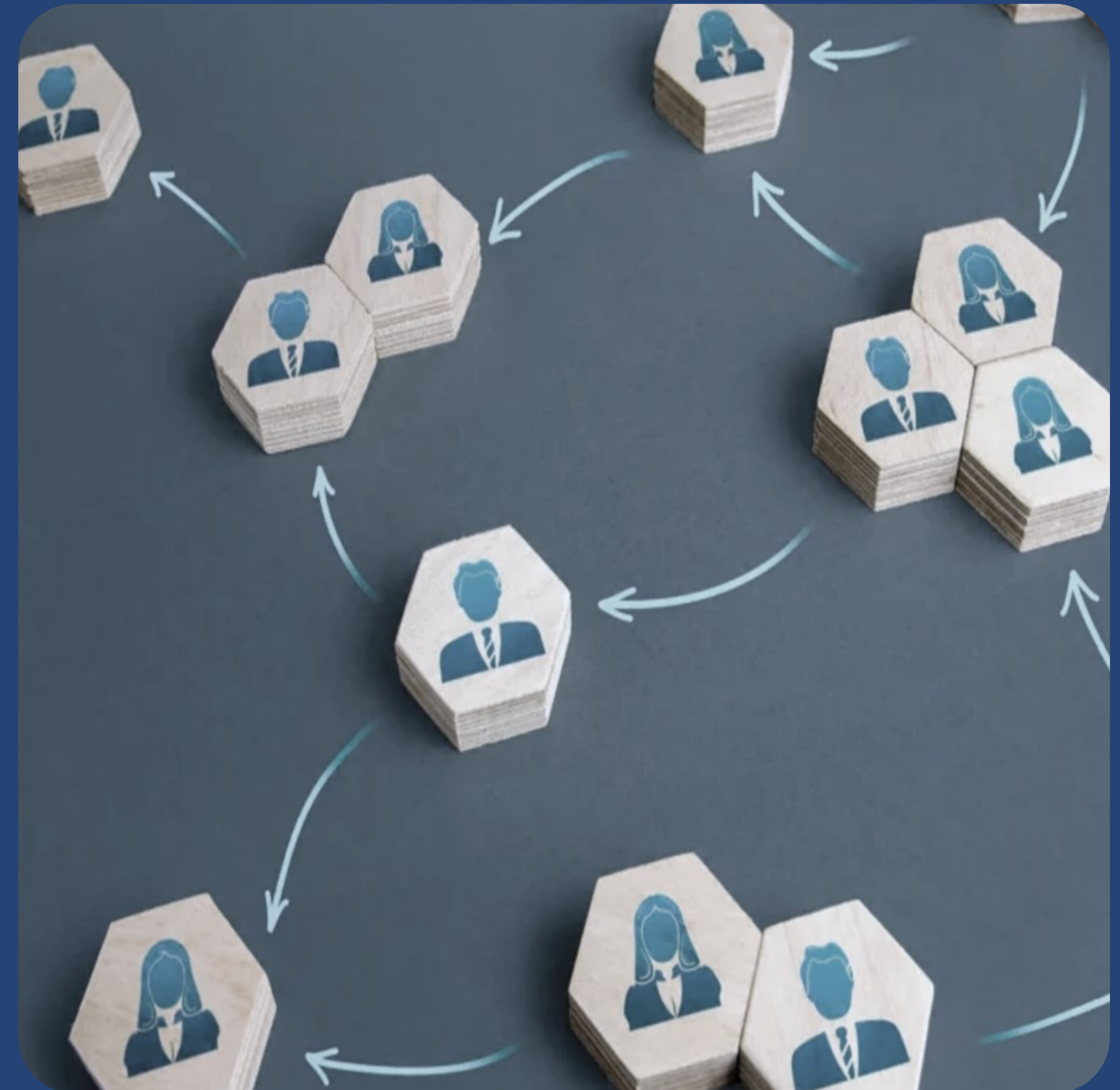
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Features

- Captures the end-to-end value-stream activities for approval and assignment of fulfilment tasks for IaaS, PaaS & SaaS services in the cloud.
- Focuses on Customer Experience (CX) in catalogue and request workflow design, embedding customer satisfaction measures and feedback alongside delivery performance measurements.

Benefits

- Supports digital transformation through standardised workflow models; avoiding legacy service wrappers for modern cloud services.
- Supports a shift-left focus for cloud service delivery and support, empowering engineers, users and wider business stakeholders.
- Enables your organisation to take advantage of robotic process automation and digital service channels to further enhance customer experience.
- Allows you to leverage existing investments in service management across your wider organisation, delivering enhanced support experiences and maximising return-on-investment.

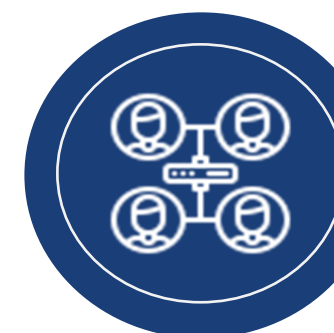




We help companies navigate their way through major change successfully, providing first-hand experience in guiding people through the 'change curve'



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, Energy, Manufacturing, Transport & Logistics, Banking, Human Resources & Staffing, and Telecommunications



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