

G-Cloud Lot 3 – Cloud Support

Service Definition – Cloud Training Support Services

Introduction

Tekwurx is a leader in IT Asset, Service, and Operations Management solutions, dedicated to empowering IT leaders with cutting-edge tools and expertise. Specialising in IT Asset Management (ITAM), IT Service Management (ITSM), and Operations Management, we help organisations maximise their return on investment (ROI) and ensure compliance with industry standards.

With a proven track record, Tekwurx delivers innovative solutions such as:

- **Complex migrations**, such as transitions from ServiceNow ITSM to EasyVista Service Manager and BMC to ServiceNow Discovery.
- **Critical integrations**, like bridging BMC Discovery with ServiceNow CMDB for seamless data flow.
- **Automated application modelling**, enabling rapid and efficient management of large-scale IT environments—such as modelling 633 micro-service applications in just five days using Tekwurx uControl automation.
- **Market-leading solutions** from EasyVista, BMC Helix and Lansweeper to a wide range of public and private organisations.

Tekwurx offers security-cleared (SC) resources, combined with industry-best practices from all major segments, including financial services, telecommunications, and retail.

Service Overview – Cloud Training Support Services

Empower your team with the knowledge and skills they need to maximise the value of your cloud-based applications. The Tekwurx Cloud Training Support Service offers **customised, hands-on training** tailored to your organisation's unique needs. Our expert trainers specialise in leading cloud platforms, including **EasyVista, BMC Helix, and Lansweeper**, ensuring your team gains practical, actionable insights to drive efficiency and innovation.

We understand that every organisation has distinct requirements, which is why we provide flexible training options. Whether you prefer **on-site sessions** for immersive learning or **remote training** for convenience and scalability, we adapt to your schedule and operational needs. Our goal is to equip your team with the confidence and expertise to leverage your cloud solutions effectively, fostering seamless adoption and long-term success.

Service Features

1. Bespoke and standard training courses for EasyVista, BMC and Lansweeper.
2. Tailored to meet customer-specific needs
3. Training is delivered on-site or remotely
4. Technology and process training
5. References available
6. Customer-specific training data.
7. Broad and deep market sector knowledge
8. Security-cleared (SC) resources

9. Leverages >20 years of subject matter expertise

Service Benefits

- Maximise ROI by using the technology effectively.
- Improved employee satisfaction and tool take-up.
- Improved collaboration
- Increased productivity, reducing time wasted through trial and error.

Pricing

Please get in touch with us if you would like any further information about how we might support your organisation.

About Tekwurx

Tekwurx is a leader in IT Asset, Service, and Operations Management solutions, dedicated to empowering IT leaders with cutting-edge tools and expertise. Specialising in IT Asset Management (ITAM), IT Service Management (ITSM), and Operations Management, we help organisations maximise their return on investment (ROI) and ensure compliance with industry standards.

Tekwurx covers all major vertical markets, including public sector, banking and financial services, telecommunications, retail, and business services.

Tekwurx uControl provides IT leaders with visibility, accuracy, and control across complex, hybrid, and cloud environments by combining automated service mapping with automated data reconciliation. uControl builds confidence in the completeness and correctness of your CMDB, enabling you to reduce the time and complexity of working with your asset data, data sources, and automated discovery tools to create a complete and correct service-based view of your IT landscape.

Our Services

Tekwurx offers the following services to our customers:

- Implementation, architecture design, upgrade, and technical services for all partner cloud/SaaS products.
- Project Management using PRINCE 2 certified resources.
- Managed cloud-based IT Service Management service.
- Cloud migration readiness service
- Cloud BAU support service

Our Partners

EasyVista (www.easyvista.com) helps organisations harness the power of AI and data to transform IT into a strategic advantage. Their unified ITSM platform integrates service management, monitoring, automation, and remote support, empowering IT teams to simplify complexity, enhance security, and drive innovation.

BMC Helix (www.helixops.ai) boasts decades of leadership in IT service and operations management. Through relentless R&D, organic growth, and strategic acquisitions, we deliver forward-looking solutions that maximise IT.

Tekwurx specialise in:

- BMC Helix Discovery
- BMC Atrium CMDB
- BMC Discovery Synchronisation for ServiceNow CMDB

Lansweeper (Lansweeper.com) is an IT Asset Management platform that helps businesses better understand, manage, and protect their IT devices and networks. Lansweeper helps customers minimise risks and optimise their IT assets by providing actionable insights into their technology, offering trustworthy, valuable, and accurate information on the state of users, devices, and software.

Tekwurx is a **ServiceNow** (servicenow.com) development partner, specialising in:

- ServiceNow Discovery
- Asset management
- CMDB integration

Contact

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