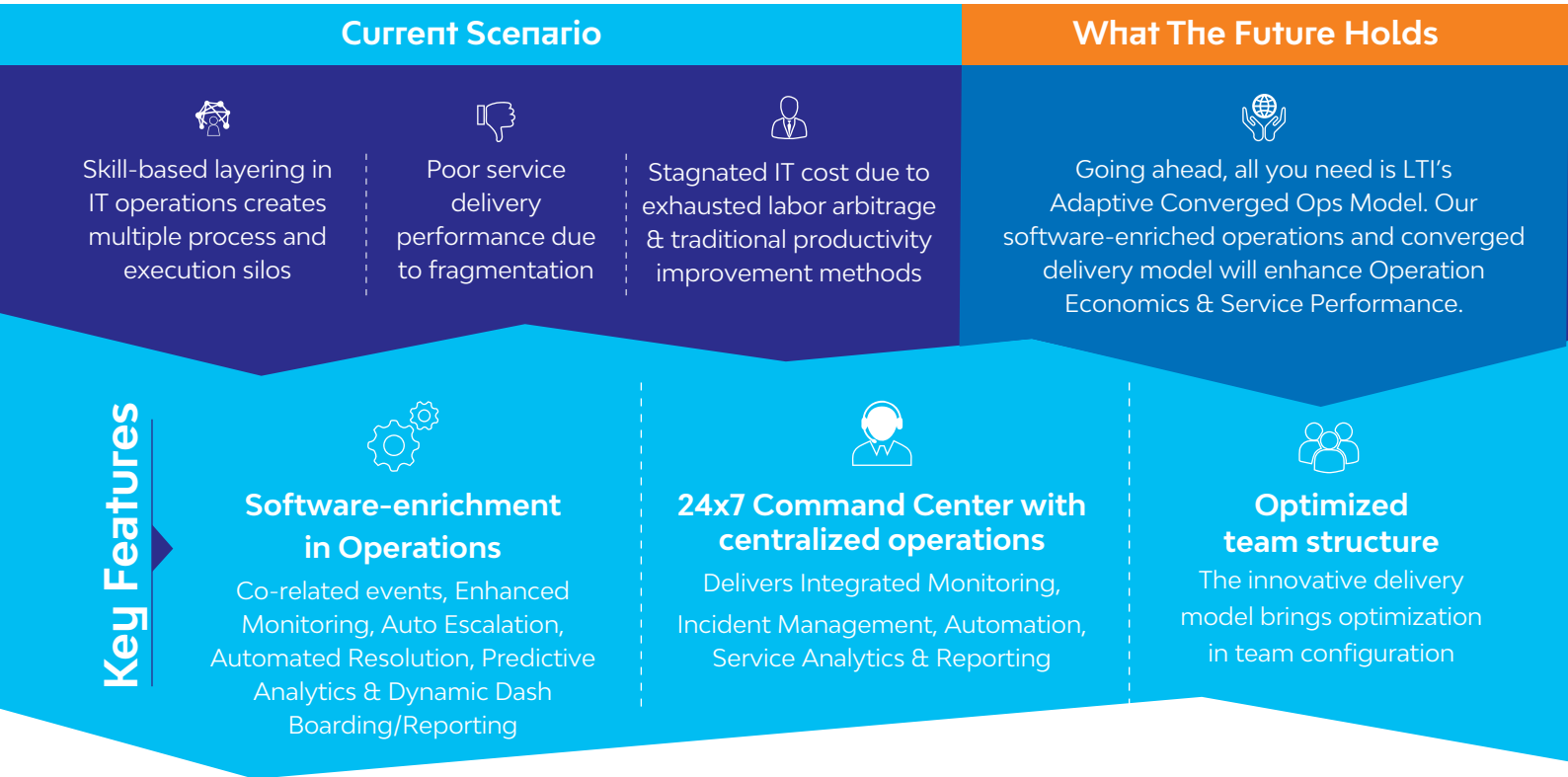


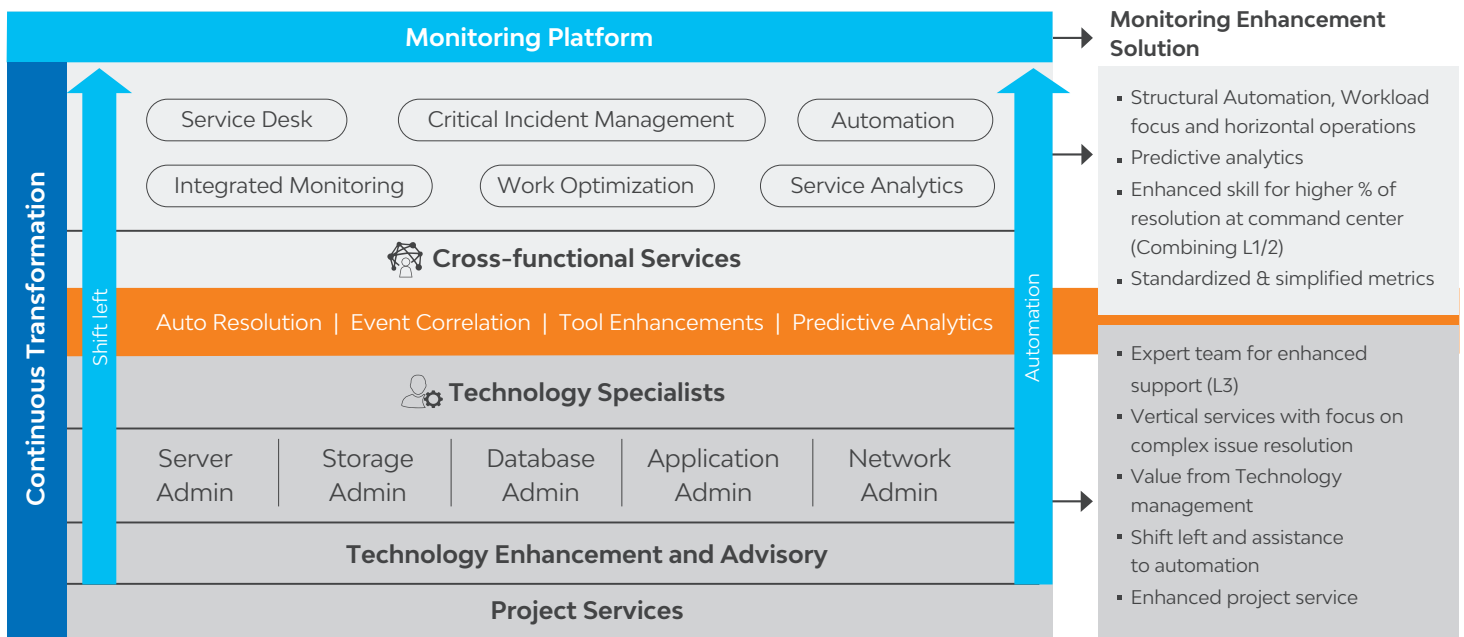
# ADAPTIVE CONVERGED OPS

A business case for improving the cost and service performance efficiencies in brownfield ITO



## Monitoring Enhancement Solution

Command-centric Integrated Service Management layer to drive efficiencies across service landscape



# ADAPTIVE CONVERGED OPS

## How you benefit?

**3x**  
improvement  
in operation  
economics

• **Enhanced**  
system availability  
and proactivity

**High  
Quality**  
operations with  
zero human errors

Improved service levels  
due to  
• **Integrated  
Service  
Delivery &  
Monitoring**

Integrated Service  
Improvements with  
continuous & holistic  
adoption of  
**Improvement  
Initiatives**  
Problem Management,  
Service Analytics,  
Automation & Workload  
Optimization

## Where to use?

• **50 to 150**  
IT operations  
(Outsourced or In-house)  
with multiple towers  
and team size between

IT operations  
(Outsourced or In-house)  
with  
• **Performance  
Issues**

Single technology  
operations such as  
Database operations in  
**25 to 100  
FTE-sized It  
Organizations,**  
with multiple variants of a  
single technology

Platform (Middleware,  
SAP Basis) and  
Application production  
support/SAP support in IT  
organizations, sized  
• **25 to 100 FTE  
with Multiple  
Technologies**  
or lines of business

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