



## What is ITSM?

- ✓ Business-Aligned IT Service Management to deliver reliable and scalable IT services
- ✓ Improved Efficiency and Service Quality through structured processes and frameworks (e.g., ITIL)
- ✓ Strategic Enablement transforming IT from a cost centre to a business driver



### THE BUSINESS REALITY

#### Without ITSM, Operations Bleed

- Productivity Loss due to unpredictable outages
- Erosion of User Trust from slow resolutions
- Lack of Accountability due to limited visibility
- Operational Risk from uncontrolled changes
- Compliance Exposure leading to audits and penalties
- Rising Costs driven by lack of process discipline

### DEVOIR SOLUTION

#### How We Turn it Around



- SLA-Driven Incident Resolution ensuring timely & consistent recovery
- End-to-End Visibility enabling transparent tracking & control
- Root Cause Elimination through proactive problem management
- Efficient Incident Management enabling rapid issue resolution

## The Devoir Approach



**FASTER MTR**  
Rapid Resolution



**SLA Governed Delivery**  
Defined Outcomes



**3-Tier Support Model**  
Expert Assistance



**Zero Support Gaps**  
Constant Coverage

### SUPPORT ARCHITECTURE



**Tier 1**  
Quick response & 1st level resolution



**Tier 2**  
In-depth functional & application support



**Tier 3**  
Advanced expertise & enhancements

### WHY DEVOIR ?

- Complete visibility through real-time reporting & governance for better decision-making
- Reduce repeat incidents & maintain service stability using proactive operations
- Built-in backup ensures zero disruption to services
- Continuous Value Delivery powered by continual improvements & measurable results
- Scalable Model with flexible support that adapts to business growth
- Faster Resolutions using knowledge-driven approach improves efficiency & response times

### OUTCOME

- Greater uptime & system reliability
- Faster response & resolution times
- Improved user satisfaction & productivity
- Reduced operational risk & cost
- Stronger compliance & process governance

