Hitachi Vantara

Services Operations Management (SOM)
Reduce Downtime and Address Expertise Gaps

Ensure cost savings, faster time to value, and reduced risk, all while providing exceptional customer satisfaction.

1. Cost Savings: **SOM helps reduce operational costs by optimizing IT service management processes and minimizing downtime.**

2. **Faster Time to Value:** By streamlining IT operations and leveraging expert resources, businesses can realize intended benefits much sooner.

3. **Expertise and Support:** Access to a global team of seasoned professionals helps bridge critical skills gaps and provides expert guidance for complex IT challenges.

4. **Operational Efficiency:** Automation of error-prone routine tasks and advanced observability improve productivity and ensure seamless performance by proactively removing bottlenecks before they impact the business.

5. **Innovation and Competitive Edge:** By freeing up IT staff from maintenance tasks, SOM allows businesses to focus on strategic projects and stay ahead in a competitive landscape.

6. **SLA-Driven Service:** Service level agreements (SLAs) ensure that service delivery meets predefined outcomes and expectations.

7. **Proactive Monitoring 24/7/365:** Continuous monitoring identifies and addresses potential issues before they can impact operations.

8. **Proven Processes:** Established processes deliver services efficiently and effectively.

9. **Service Governance:** A robust governance model ensures that escalated issues are handled by the appropriate management level, allowing for effective decision-making and issue resolution.

10. **Outcome Driven:** A programmatic approach delivers tangible outcomes that align with your business objectives.

[lit code] HV-BTD-SB-Services-Operations-Management-Top-10-4April25-A