

Solution Profile

Mission-Critical IT Service Management With Guaranteed Outcomes

Deliver predictable, IT infrastructure library (ITIL) aligned operations at scale



Service Reliability

Deliver consistent, SLA-backed service quality through disciplined ITIL processes.

Risk Reduction

Reduce operational and change-related risk with structured governance and control.

Operational Efficiency

Lower cost and complexity through standardized, outcome-based service delivery.

Modern IT complexity demands disciplined, standardized service management.

Today's IT environments are shaped by hybrid architectures, continuous change, growing regulatory pressure and rising service expectations. As businesses demand faster innovation, IT organizations struggle with the growing operational effort required to manage day-to-day services.

ITIL provides a proven framework for aligning IT services with business needs, improving service quality, managing risk and establishing cost-effective, standardized operations. Without a consistent ITIL-aligned service model, organizations experience unpredictable incidents, higher change-related risk, limited visibility into configurations and dependencies and rising operational costs driven by manual effort.

EverFlex Managed Services address these challenges through an integrated, outcome-based ITIL service management model operated end to end by Hitachi Vantara.



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ITIL at the Core of EverFlex Managed Services

EverFlex Managed Services are built with ITIL as the integrated operational framework, not as an overlay. Service processes, tooling, governance, automation and SLAs are unified into a single, industrialized service model delivered by Hitachi Vantara.

This approach provides clear ownership and accountability, SLA-backed performance, audit-ready governance and continuous service improvement driven by data. By embedding ITIL into daily operations, EverFlex Managed Services replace reactive service management with predictable, resilient and outcome-driven delivery across complex IT environments.

Use Cases

Operate Business-Critical IT Services Reliably

Organizations running business-critical applications require consistent availability and rapid issue resolution to minimize business disruption. EverFlex Managed Services provide a disciplined operational model built on incident, problem and availability management to ensure predictable service delivery.

Incidents are detected, prioritized and resolved quickly using structured workflows, while problem management focuses on identifying and eliminating root causes to prevent recurrence. Proactive availability management aligns service performance with agreed SLAs, reducing unplanned downtime and operational risk.

This ITIL-driven approach replaces reactive firefighting with stable, repeatable operations. It enables IT teams to maintain service continuity while freeing internal resources to focus on innovation and business-aligned initiatives.

Control Change in Complex IT Environments

As IT environments evolve, uncontrolled or poorly governed change increases the risk of service disruption, particularly in highly regulated or always on environments. EverFlex Managed Services help organizations safely enable transformation through structured change and release management.

Each change is formally assessed, approved and scheduled to minimize risk and business impact, while release management ensures deployments are predictable and repeatable. This disciplined approach supports large-scale migrations, infrastructure upgrades and continuous improvement initiatives without compromising stability.

By reducing change failure rates and enhancing visibility into dependencies and impact, organizations gain confidence to modernize their environments. At the same time, they maintain compliance, governance and uninterrupted service delivery.

Optimize Capacity and Cost Through Standardized Services

Managing capacity across dynamic, hybrid environments is complex and often leads to overprovisioning or performance constraints. EverFlex Managed Services use capacity and configuration management to align infrastructure resources with actual business demand.

A trusted configuration management database (CMDB) provides visibility into assets, dependencies and utilization, enabling data-driven planning decisions. Capacity trends are continuously monitored to ensure performance requirements are met while avoiding unnecessary cost.

By standardizing service operations and basing decisions on real usage data, organizations improve cost efficiency, reduce manual effort and scale services predictably. This approach supports both current needs and future growth within an industrialized service management model.



BMW Group Upgrades Storage Without Disruption

BMW Group needed to operate and scale its global storage environment while ensuring continuous availability for business-critical operations. Hitachi Vantara Global Services delivered an ITIL-driven managed service that proactively monitors and operates BMW Group's storage infrastructure across multiple sites.

Availability, incident, problem and capacity management processes ensure SLAs are consistently met or exceeded. Predictive maintenance and continuous capacity optimization reduce operational risk and support on-demand scalability during peak workloads. As a result, BMW Group benefits from improved operational stability, reduced downtime risk and the ability to focus internal resources on strategic innovation initiatives.

Summary

EverFlex Managed Services enable organizations to replace fragmented, reactive operations with a disciplined and industrialized service management model. By embedding ITIL into daily operations, organizations gain predictable service quality, reduced operational risk, improved transparency and measurable financial outcomes, allowing IT teams to focus on innovation while Hitachi Vantara ensures operational excellence.

Contact Hitachi Vantara today to experience improved productivity and operations savings!

[Learn More](#)

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We chose to work with Hitachi Vantara because of their deep understanding of our requirements. Their teams were highly knowledgeable and responsive. They worked closely with us through every step of this process. As a result, DBS now has a comprehensive and cost-effective end-to-end storage and EverFlex Managed Services that will enable us to manage our customer needs more effectively throughout the region.”

Ms. Emilie Yeo
Executive Director, DBS

About Hitachi Vantara

Hitachi Vantara is transforming the way data fuels innovation. A wholly owned subsidiary of Hitachi, Ltd., we're the data foundation the world's leading innovators rely on. Through data storage, infrastructure systems, cloud management and digital expertise, we build the foundation for sustainable business growth.

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