

Solution Profile

Reduce System Downtime and Address Expertise Gaps

Hitachi Vantara Services Operations Management

Comprehensive Hitachi solution transforms your IT service management, ensuring cost savings, faster time to value and reduced risk.

Address Service Management Challenges

In today's fast-paced digital landscape, businesses rely heavily on robust IT infrastructure and services to drive operations and engage customers. The rapid pace of technological innovation, coupled with the desire to leverage AI and ML, has created a pressing need for specialized IT expertise to manage multivendor tech integration and operations.

The IT service management (ITSM) landscape is undergoing significant transformation through AI-driven solutions that reshape ITSM practices. This underscores the critical role of solutions like Hitachi Vantara Services Operations Management (SOM) in helping businesses stay competitive and efficient in an ever-evolving digital world.

Cost Savings, Operational Efficiency and Customer Satisfaction

SOM addresses these critical pain points by leveraging comprehensive IT service delivery expertise. It helps businesses navigate the complexities of modern technology landscapes, ensuring they achieve their strategic goals with ease. By transforming IT service management, SOM delivers significant cost savings, faster time to value and reduced risk, all while providing exceptional customer satisfaction.

By choosing the Hitachi Vantara SOM solution, you can ensure that your organization is well-equipped to handle modern IT operations management demands. You'll see improved operational efficiency and increased customer satisfaction.



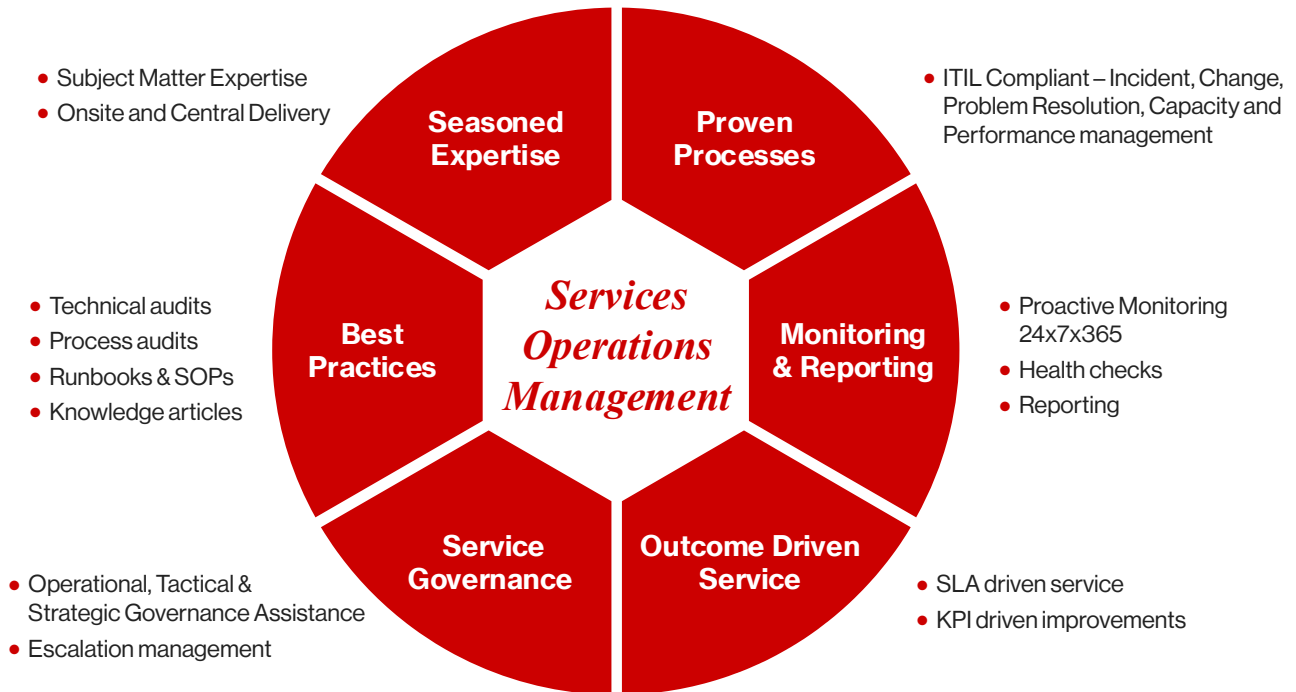
Drive IT Excellence

Hitachi Vantara Services Operations Management

Our SOM solution provides the tools and expertise needed to drive IT excellence, enhance operational efficiency and achieve business success.

- **Expertise:** Leverage the knowledge and experience of a trusted industry leader.
- **Reliability:** Depend on robust solutions that ensure uninterrupted operations.
- **Innovation:** Stay ahead with cutting-edge technology and innovative IT services.

Services Operations Management Framework



The Reliable Partner You Need in IT Operations

Hitachi Vantara Services Operations Management focuses on managing customer-owned infrastructure and systems, ensuring efficiency, effectiveness and customer satisfaction. We understand that finding skilled resources can be daunting, leading to overworked and undertrained teams, human error and outages. Our SOM solution addresses these challenges with robust operating processes.

SOM helps you achieve cost savings, faster time to value and reduced risk while ensuring customer satisfaction. We deploy skilled personnel, bridge critical skills gaps and adhere to ITIL best practices. SOM helps you drive advanced monitoring and reporting, align customer outcomes with SLAs and KPIs, and engage at tactical and operational levels to enhance your service governance.

Skilled Personnel — Passionate and Driven to Excellence

Unlock unparalleled potential by tapping into a reservoir of skilled experts to elevate resources and capability gaps. Our technology and operational experts augment your IT staff, aiding day-to-day operations and projects.

Flexibility To Meet Your Specific Business Needs

Recognizing that each organization has unique needs, Hitachi Vantara designed our SOM solution to be fully customizable. You can choose competencies based on your business needs, risk appetite and budget.

SOM competencies include capacity and performance management, administration and observability — all supporting and enhancing ITSM and service governance. SOM's flexibility allows you to select the mix that best suits your requirements.

Leveraging insights from our global customer base and optimized runbooks and best practices, we deliver exceptional services. We recommend combining onsite expertise with cost-effective central delivery for optimal service. Our experts are committed to helping your organization achieve objectives while prioritizing customer satisfaction.

Reduce System Downtime and Address Expertise Gaps

Hitachi Vantara Services Operations Management Benefits

Operational Efficiency and Resilience

- Optimize IT operations to minimize downtime and ensure seamless performance.
- Enhance productivity by automating routine administrative tasks, allowing IT teams to focus on strategic initiatives.

Expert Guidance and Support

- Access a global team of seasoned professionals to navigate complex IT challenges and address skill shortages.
- Receive expert management of storage administration, backup and recovery services.

Scalability and Flexibility

- Adapt to changing business requirements with scalable and flexible solutions.
- Ensure business continuity with reliable backup and disaster recovery planning.

Innovation and Competitive Edge

- Foster innovation by redirecting focus from maintenance to strategic projects.
- Gain a competitive edge with enhanced IT agility and responsiveness to business fluctuations.

Why Choose Hitachi Vantara

Transform your IT service management with our comprehensive solution, ensuring cost savings, faster time to value, and reduced risk. Experience exceptional customer satisfaction and expertise in every aspect of IT service delivery with Hitachi Vantara Services Operations Management.



Contact Hitachi Vantara for more information.

Learn more →

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.



Corporate Headquarters
2535 Augustine Drive
Santa Clara, CA 95054 USA
hitachivantara.com | community.hitachivantara.com

Contact Information
USA: 1-800-446-0744
Global: 1-858-547-4526
hitachivantara.com/contact