



Highlights

- Improve efficiency of service delivery with automatic notification and automatic assignments
 - Provide detailed and accurate chargebacks for work performed and assets managed
 - Manage expectations and ensure appropriate delivery of service with deep SLA functionality
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Run your internal service provider department like a high performing business

Whether providing IT, facilities management or other in-house services, you are responsible for delivering high value services to other departments across your enterprise. These departments are your customers and they see you as their service provider. Accordingly, departments face the constant challenge of improving the level of service delivered as well as controlling the cost associated with delivering that service.

Maintaining this dual role of improving service and reducing cost is only becoming more complex as the demands from the rest of the organization increase.

The IBM internal service provider solution is available in any of the following products: IBM Maximo® for Internal Service Providers, IBM Tivoli® Asset Management for IT for Internal Service Providers, IBM Tivoli Change and Configuration Management Database for Internal Service Providers, and IBM Tivoli Service Request Manager for Internal Service Providers. This IBM solution enables faster and more efficient delivery of services to better track what services are delivered and for whom. The internal service provider solution from IBM also provides metrics on service level obligations, and it enables chargeback to other departments for the services delivered.



The functionality delivered by the IBM internal service provider solution can be broken up into three critical areas:

Service management

Delivering superior service is a critical function of any internal service provider. This IBM solution improves efficiency of service delivery with automatic notification and automatic assignments of responsibilities and job plans. This expedites service delivery and helps ensure the appropriate response is assigned at the right time.

Financial management

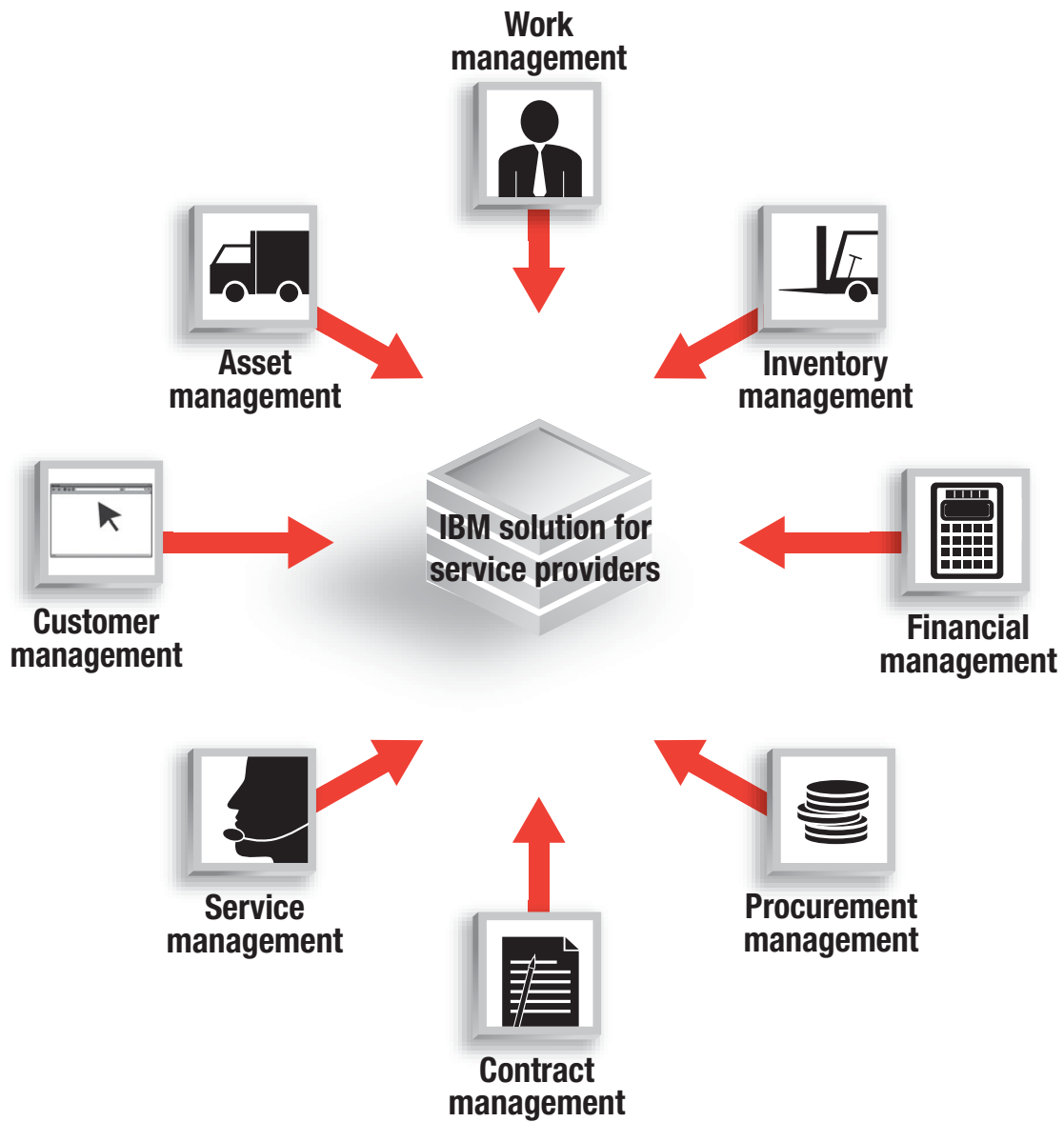
Being able to charge back other departments in the enterprise for work performed and assets managed can be an essential way to manage costs and run departments “like a business.”

Customer management

Each department is able to have unique requirements for service delivery such as SLAs by asset type, department, or by geography. Being able to meet unique customer service level agreements dramatically improves customer satisfaction and improves efficiency.

Reduce costs and improve efficiency

The IBM internal service provider solution enables organizations to provide service, financial and customer management across their enterprise encompassing both IT and non-IT assets. This enables service organizations to reduce costs and deliver a high level of service.



The IBM solution for internal service providers encompasses three critical areas: service, financial and customer management.

For more information

To learn more about the IBM internal service provider solution, please contact your IBM marketing representative or IBM Business Partner, or visit the following Web site:

ibm.com/tivoli/maximo

About Tivoli software from IBM

Tivoli software from IBM helps organizations efficiently and effectively manage IT resources, tasks and processes to meet ever-shifting business requirements and deliver flexible and responsive IT service management, while helping to reduce costs. The Tivoli portfolio spans software for security, compliance, storage, performance, availability, configuration, operations and IT life-cycle management, and is backed by world-class IBM services, support and research.

Additionally, financing solutions from IBM Global Financing can enable effective cash management, protection from technology obsolescence, improved total cost of ownership and return on investment. Also, our Global Asset Recovery Services help address environmental concerns with new, more energy-efficient solutions. For more information on IBM Global Financing, visit: ibm.com/financing



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