



“We will reduce your Business Critical Service MTTR (Mean Time to Repair) by an average of 30-70%”!



“where experience counts”

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What is Business Service Management (BSM)?

Gartner defines BSM as a category of IT operations management software products that link the availability and performance status of IT infrastructure components to business-oriented IT services that enable business processes. To qualify for the BSM category, a product must:

- ✓ Support the definition, storage and visualization of IT service topology or dependency maps
- ✓ Gather real-time operational status data from underlying applications and IT infrastructure components
- ✓ Process status data against the object model to communicate real-time IT service status

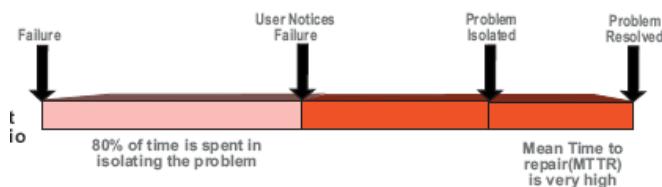
To this list we can add the common user requests that come up in this discussion:

- ✓ Ability to track and report the committed SLA for a given number of Services
- ✓ Robust dashboarding and reporting capabilities to turn data into actionable information

On-Demand BSM applies several other stringent criteria to the solution to meet the need of company IT managers who have been repeatedly disappointed with products and vendors who have not been able to deliver adequate value for the investment:

- ✓ No upfront investment in hardware or software
- ✓ Pay for actual use for any size business
- ✓ Solutions designed using Web 2.0 Architecture
 - Standards Based, SOA, Small Footprint, Multi-Tenant, Built-in Integration, Easily Extensible, Highly Scalable)
- ✓ Minimal or no consulting fees to deploy
- ✓ Deploy in hours or days rather than weeks and months

NAI’s open On-Demand BSM framework leverages industry’s best of breed technology solutions to deliver a superior alternative to the costly solutions being offered to companies by a confusing array of vendors and technology portfolios. We will guarantee that we can demonstrate substantial improvements to your current average MTTR for your critical services or the service is free!



Current Scenario



With NAI On-Demand BSM Solution