Cisco ServiceGrid

Optimising Quality and Service Delivery in IT

BORNGREEN
technologies

Introduction

Managing Vendors and Service Providers or migrating software platforms is a time consuming task for an Enterprise. This valuable time should instead be invested in driving core value to the business.

Multi-sourcing and cloud services is accelerating the development of large ecosystems of enterprises and technology partners (vendor/OEMs) that need to share data, build relationships and manage processes in a secure and scalable way. Most of the interactions between these service partners today require manual effort, growing cost and complexity for an organization as their number of service partners grows. Cisco ServiceGrid can help automate this knowledge transfer also to your customers eliminating time wasted on manual tasks.
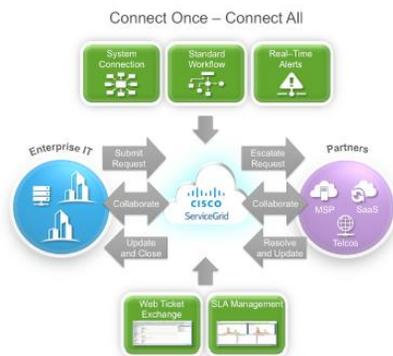
The Solution – Cisco ServiceGrid

BGT integrates the Cisco ServiceGrid solution improving the Quality (MTTx) and Service level Agreements (SLA's) for the Enterprise. Cisco ServiceGrid is an Integration Platform in the Cloud that seamlessly connects Enterprise IT and Vendors / Service Providers to enable automated multi-party service collaboration.

Onboarding new providers with Cisco ServiceGrid is much faster and cost effective than the traditional onboarding model. Traditionally, API coding for each vendor would be necessary if an enterprise wanted to integrate a new vendor to its system. With Cisco ServiceGrid, an enterprise and vendor need only to do this integration once.

Once connected, no more system integration work is needed. You are connected to all vendors and partners who are connected to ServiceGrid, enabling collaboration through the use of automated information sharing. The implementation is done applying ITIL ensuring it ties into the business operations.

Time saved on problem solving is time that can be spent solving real business problems. This is not 1 to 1 mapping, it is everyone included in one streamlined and optimised process that lowers operating expense and automatically sends data to relevant parties.

Why BORN Green Technologies?

BGT will act as single point of contact for the lifecycle of the project. Our project management team will follow our in-house proven methodology of Plan, Design, Implement and Measure (PDIM) combined with ongoing Client Relationship Management and advisory to our Clients.

Would you like to know more?

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