



IT Service Management Solutions

Pygmalion Overview

Pygmalion, established since 1988, has extensive experience of both business process development and Microsoft technologies.

The company is certified by the BSI (British Standards Institute) to ISO 9001:2008, the internationally recognised quality assurance standard, and operates within ITIL (IT Infrastructure Library), MOF (Microsoft Operations Framework) and MSF (Microsoft Solutions Framework) best practice guidelines.

It is a Microsoft Gold Partner with competencies in: - Advanced Infrastructure, Collaboration Solutions, and Learning Solutions.

IT Service Management

The effective management of computer systems is critical as today's businesses rely more and more on information technology. Many organisations are looking to IT service management as a way to organise and continuously improve the quality of services. It is also increasingly important that these services facilitate change as businesses evolve.

IT Service Management Solutions

Pygmalion provides a range of **Service Management Solutions utilising ITIL version 3.0 best practice processes and the Microsoft Systems Center suite of management tools.** Our approach enables companies to implement Service Management solutions on a phased basis with the most appropriate blend of processes and tools to suit their particular requirements and budgets, resulting in a very cost effective and flexible implementation roadmap. See below for an Overview of our IT Service Management Solutions

ITIL Service Management Best Practices

ITIL (the IT Infrastructure Library) is the most widely accepted approach to IT Service Management in the world. Pygmalion provides a range of services to assist companies with the implementation of best practice processes for ITIL Service Management.

Microsoft Systems Center Suite of Management Tools

Microsoft Systems Center comprises of a range of management tools that can be implemented in their own right or to support the operation of ITIL best practice processes. Pygmalion provides a range of services to assist companies with the implementation of Systems Center tools.



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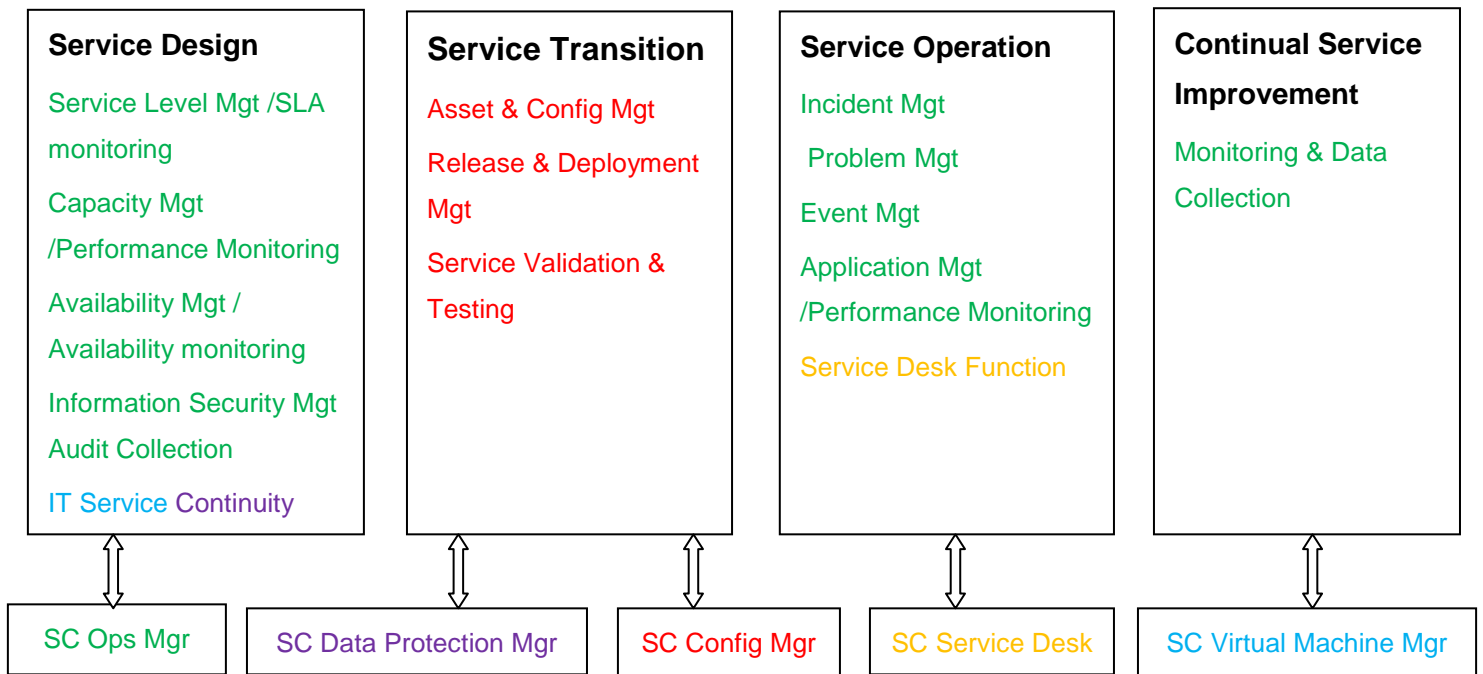


IT Service Management Solutions



Overview of IT Service Management solutions

Matching colours show the ITIL v3 processes and functions mapped to the supporting Systems Center tools



Contacts and Further Information

Tel: 0207 751 8060 **Email:** solutions@pygmalion.com

Website: www.pygmalion.com **Address:** 2 Station Court, Imperial Wharf, London SW6 2PY



Certificate number: F573185



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