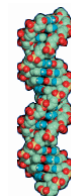


Customer Case Study:
ISO/IEC 20000 Certification for Data Centers



In anticipation of re-competing for major public and private sector contracts, a Fortune 100 IT Service Provider sought the competitive advantage provided by ISO/IEC 20000 certification for their Texas based data center. Achieving this certification would demonstrate evidence of effectively implementing ITIL®-based processes to deliver quality IT services and achieve operational excellence.

This Fortune 100 Corporation is a well known provider of data center services for local, state and federal government agencies.

As they approached the renewal of a substantial (72 M/year) contract they were facing strong competition with other outsourcing service providers. Even as the incumbent, they recognized ISO/IEC 20000 certification as a 'must have' distinguishing competitive advantage in this competition.

Situation

The service provider's client host server environment was historically heterogeneous, often with unsupported hardware and operating system/software configurations. Additionally, the infrastructure supported client-facing applications that were the prime revenue generators for the customer.

itDNA™ Opportunity

Although this organization had already conducted self assessments regarding ITIL® process maturity and documented many policies and processes they were challenged to translate this into an ISO certification.

This challenge was complicated by:

- ISO/IEC 20000 certification had to be obtained in a very short time window
- The geographical and organizational separation of sales and services delivery business units
- Large disparity of services being delivered to different customers
- Limited human resources
- High security level of both the environment and managed data

Recognizing the competitive value of ISO/IEC 20000 certification, the organization sought Plexent's services to conduct a process maturity assessment of the current IT Service Management state, a gap analysis and deliver a roadmap to achieve compliance in each of the thirteen areas related to the ISO20000 certification.

Result

As a result of Plexent's efforts, the organization was awarded ISO/IEC 20000 certification on schedule, within budget and well below the costs and time requirements proposed by other consulting firms. As a result, this service provider is uniquely positioned since they are the only data center service provider with ISO/IEC 20000 certification participating in the bidding for these contracts.

Beyond ISO/IEC 20000 certification

Optimized through leveraging itDNA®, Plexent's program approach to service management insured critical changes were instituted across the organization from strategic to operational levels through a series of carefully orchestrated phased projects. These projects and their associated outputs are designed to yield predictable and persistent benefit to the business; reducing dependency on outside services and enabling quick response to changes in the dynamic needs of the business.

About Plexent

Utilizing intellectual property known as itDNA® Plexent provides services to Fortune 500 companies, medium-sized businesses, and government agencies. Drawing extensively on experience in Information Technology and implementing the best practices found in IT Infrastructure Library (ITIL®), Plexent offers IT Service Management, consulting, training, certification and business technology services. Plexent is proudly distinguished as the premier Associate Consultant for ISO/IEC 20000 by BSI Americas, the certification organization for ISO/IEC 20000.