*Improves service levels, provides consistent performance, reduces staffing requirements, and helps lower cost*

# IBM Storage Optimization and Integration Services for process excellence

## Highlights

- **One set of best practices that works for all your technologies**

- **Enforceable lifecycle-based processes to drive standardization**

- **Help with on-boarding and training**

- **Provide common auditable procedures to fend off compliance risk**

### Providing best practices that works for all your technologies

Most IT managers struggle with providing consistent levels of storage and backup services that adhere to industry best practices. This struggle occurs due to varying staff skill levels, frequent employee turnover, difficulties in finding qualified candidates, the expense of comprehensive training regimens and the rapidly changing set of hardware and software products in use within an organization. For these organizations and all IT groups working to minimize staffing costs, IBM Storage Optimization and Integration Services for process excellence powered by Enterprise Standardization Program (ESP) can rapidly provide an organization the tools needed to provide very high and consistent service levels, regardless of the underlying technology, while minimizing the level of skill needed by the IT staff.

### Enforcing lifecycle-based processes to drive standardization

Developed through years of field experience ESP is a time-proven framework that enables the rapid deployment of a suite of storage and backup industry best practices. These best practices are housed in an easy-to-use cross-referenced wiki portal with defined workflows to direct staff through each of the steps needed to execute storage and backup operations.

With ESP, experts can quickly deploy the suite of standardized best practices for your entire environment, thus uncovering inefficiencies that can create barriers to service delivery, result in uncontrollable growth in operational expense, and threaten return on investment (ROI). You'll receive a roadmap that will help you focus on changes that reflect where the IT organization needs to go, prioritized by activities that offer the biggest ROI and business benefit.

## Helping IT with on-boarding and training

ESP from IBM can help organizations shift focus from constant recruiting, hiring, and training activities to business operations while reducing overall costs by:

- *Implementing industry storage and backup best practices developed by the leader in super enterprise storage consulting*
- *Encompassing each of the best-of-breed technologies in storage and backup*
- *Leveraging Web 2.0 technologies (Wiki Collaboration Portal) to ensure ease of access and maintainability*
- *Utilizing ESP's accelerated roll-out offering to rapidly begin realization of benefits*

## Providing common auditable procedures to fend off compliance risk

ESP enables IT organizations to:

- *Increase application availability due to improvements in operational consistency and use of industry best practices*
- *Achieve faster time to market with implementation of optimized service processes*
- *Prepare for compliance audits by guaranteeing consistent and predictable task execution*
- *Lay the cornerstone of an optimized global operations organization*

- *Increase ability to handle staff transition or ramp up due to standardized operational processes and documentation*
- *Ensure that processes are performed consistently to service level agreements regardless of underlying technologies*
- *Mitigate element of chance in operations thereby ensuring operational reliability*

IT managers can use this offering to effect changes in their IT environments, ultimately improving service levels, efficiency, and increasing ROI.

## ESP at-a-Glance

ESP from IBM combines 28 backup management processes and 22 storage management processes with technology-specific best practices, guidelines, and step-by-step instructions for design, implementation, and operations.

- *All processes come with visual workflow maps*
- *Defined roles*
- *Process steps based on industry best practices*
- *Easily customized to specific organizational structures*

For more information about IBM Storage Optimization and Integration Services for process excellence, visit:

**ibm.com**/services/storage

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