



# IT Infrastructure Improvement

## DNV IT Global Services - Centres of Excellence

A modern IT Strategy needs to achieve two objectives. First of all, it has to outline how the Business Processes will be supported by IT Services. Secondly, it also needs to ensure that the IT Infrastructure meets performance and availability targets which can be maintained cost effectively. We can support you in your drive to a successful IT Strategy!

We review your IT Infrastructure (or parts of it) for strategy conformity. Our experts can provide an independent economic justification of your infrastructure initiatives. Our service modules below are based on our extensive experience with management, evaluation, implementation and technical optimisation of innovative IT Infrastructures.

### Workplace Management

Effective Workplace Management remains a challenge in IT organisations. The roll-out of new office tools or updating the operation system can be done with little impact on service if it is planned and managed correctly. Our experience makes us your primary contact for these projects.

#### Our Services

- Defining your standardised workplace infrastructures (managed desktops and mobile devices).
- Implementing the operational processes to sustain the level of standardisation, based on generic approaches.
- Migrating to new applications or operating systems.

#### Your Benefit

- Significant decrease of incidents.
- Availability of a global platform for the use of common applications and workflows.
- Migrations with the least user impact possible and smooth transition to operations.

### Backend Infrastructures

Our consulting services take a holistic approach and help to ensure that all components of your IT Infrastructure are considered for optimisation. We help you to respond to the ongoing cost pressure on IT.

#### Our Services

- Designing and implementing internationally consolidated data centre infrastructures.
- Creating concepts for high availability Server
- Architectures, Networks and Directory Services.
- Developing the necessary security concepts for you.

#### Your Benefit

- Cost effectiveness of the backend infrastructure by consolidation and standardisation.
- System availability and service reliability for your customers according to agreed SLA
- You close security holes and achieve compliance to legal security standards.

### System Management

Today's IT landscapes are characterised by complexity and heterogeneity. This creates the need to implement system management solutions.

#### Our Services

- Creating the guidelines for your IT asset management and helping to automate IT operations.
- Implementing license management processes and tools.
- Ensuring system incidents are tracked and managed, system and network components are proactively monitored, service personnel is informed by alerts and the reporting supports decision-making by showing trends and relevant information.

#### Your Benefit

- Availability of current asset information improves accounting and planning.
- You ensure that the use of software is licensed correctly and avoid legal issues.
- At the same time you avoid paying for unused licenses.
- Less incidents and failures of IT systems – and shorter recovery times in cases of failure.
- Our System Analysis will show you the potential for further optimisation.

### Project Management for Migration Projects

Complex infrastructure projects will only be successful if the expertise of all participants is efficiently used. Our holistic approach to project management is based on well established methods and a set of standardised approaches, team models and tools. Together, we can select a method that is the best fit for your organisation, e.g. the Microsoft Solution Framework (MSF) or PRINCE2.

#### Our Services

- Our Migration Framework is a proven practice developed with the experience of several migration projects.
- Predefined processes, tools and migration databases help to set up and run a migration project in a fast and standardised manner.
- Migration procedures for IT systems are often used only once – therefore in most enterprises specific know how of migration processes and tools does not exist.
- Our migration specialists provide the skills requested for your migration purposes.

#### Your Benefit

- Reduced effort in migration projects by using standardised and well-established processes.
- Minimised risk of interruption of operations.
- Migration projects adhere to budget.
- You avoid costs for building up migration know how by using specialists exactly for the time and the volume needed.

### Your Contacts

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