



Press Release

FOR IMMEDIATE RELEASE

SOLUTIONS³ INTRODUCES SERVICE DESK AUDIT AND IT MANAGEMENT TOOL ASSESSMENT

Wyckoff, NJ, February 18, 2009 – Solutions³ offers assessment services to improve efficiency and effectiveness, lower Total Cost of Ownership (TCO) with an improved Quality of Service (QOS), and increase customer satisfaction.

Assessment services include:

1. Service Desk Audit (ITSM-02001)
The Service Desk Audit reviews, analyzes, and compares the current support environment to that of industry best practices. Recommendations for better alignment of the support organization with industry best practices and the business are provided. Key areas include the Service Desk, person resources, process instrumentation, tools, and customer management. An Improvement Plan for the Service Desk team is defined.
2. IT Tool Assessment (ITSM-01001)
This Enterprise Management (EM) assessment maximizes your IT Management tool investment by providing assistance in understanding your current state, defining your desired state, and giving you a clear understanding of what needs to be accomplished to reach the desired state. EM workshops are conducted to determine the core set of management capabilities and future requirements. A formal review and formal documentation provides findings and a high level implementation plan for approved recommendations.

Solutions³ offers assessment services, consulting, and training to help you improve your IT environment.

Solutions³ is an award-winning premier consulting and training organization providing expertise in IT Service Management. Solutions³ believes a complete ITSM solution addresses the three key areas of IT: **People**, **Process**, and **Technology**. This three-dimensional approach ensures that all aspects of the solution function together effectively. Through a custom training approach, Solutions³ equips **people** with the knowledge and hands-on experience to effectively manage their IT solution. This enables businesses to increase service levels, decrease costs, and improve security through the use of ITIL® based **processes**. And, by implementing best of breed software **technology**, Solutions³ provides the IT management capabilities needed to create a complete solution. Its collaborative methodology coupled with highly qualified resources results in a project that is well-defined, clearly understood and supports its client's business objectives, adding to their overall success.

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