

# Service Automation Solution

Provide better and faster  
IT services for a more effectively  
managed IT environment



Many organizations are focused on automating and standardizing IT processes across the enterprise to ensure better service; however, they face significant challenges in successfully implementing Service Automation solutions due to the complexity and variety of technologies involved. Windward's Service Automation Solution transforms your IT organization into a full service provider, with the continuous goal of providing better and faster client services while reducing costs and improving overall efficiency. Our seasoned experts help you plan for and execute sound strategies to meet the demands of modern IT environments.

With our unique strategic planning capabilities and technical expertise (which combine process, technology, and information), we help you to automate and manage your IT environment more efficiently to standardize procedures for diagnosing problems, reduce response times for resolving common issues, focus resources on more mission critical activities, and provide better IT service overall. We help you to implement best practices and technologies that ensure the IT organization is aligned to business/mission needs and continually drives efficiencies in delivering and operating services.

## Service Automation Solution Offerings

Windward's Service Automation Solution offers the following comprehensive set of services:

- **Strategic and Tactical Process Alignment** – Design and build processes that support both strategic and tactical organizational needs and that align with globally accepted best practices.
- **Continuity of Operations Strategy** – Ensure that the IT infrastructure supports business and mission continuity priorities for virtualization technologies.
- **'Run Book' Automation** – Define, build, orchestrate, manage, and report on automated workflows that support standard operating processes and procedures for the IT infrastructure.
- **Service Provisioning and Fulfillment** – Synchronize IT processes and technology to provide hardware and other infrastructure elements quickly and accurately with no impact to the existing operations and infrastructure.
- **SLA, Metrics, Dashboards, and Reporting** – Define measurable performance targets for IT services and provide effective and accurate data capture of performance and analysis of those metrics. This service is critical to ongoing operations after implementation of other processes to monitor, maintain, and continually improve the processes of IT services.

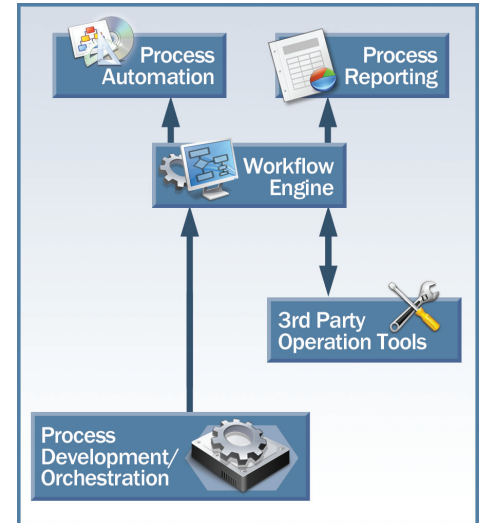


**Strategic thinking. Real-world results.™**

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## How Windward Helps Our Clients

- Windward can help you implement software configuration management systems to track various attributes of the IT infrastructure, which ensures operational consistency and regular updates, leading to a more effectively managed IT environment.
- Windward helps you automate and standardize IT operations, including 'Run Book Automation,' which helps you ensure repeatable processes for verifying and mitigating any operational issues, thereby increasing operational efficiency.
- Windward's end-to-end implementation strategy helps you to analyze, document, and then automate manual processes and workflows, ensuring all aspects of a process are addressed. Automation reduces human involvement for more repeatable processes so that you can redirect and focus resources on more mission-critical tasks, ultimately providing better service and broader, more efficient solutions.



## Advance Your IT Agenda with Service-Centric IT

Regularly assessing, measuring, documenting, and evaluating processes are critical to a successful Service-Centric IT strategy. Service-Centric IT unifies business objectives and technology investments to improve business operations, increase profitability, and reduce risks across the enterprise. Because Service-Centric IT requires a level of organizational maturity difficult to attain with typical daily pressures and limited resources, IT organizations seek outside expert guidance. Windward is the 'go-to' Service-Centric IT expert for our clients.

## About Windward

Since 1997, Windward IT Solutions has remained at the forefront of Service-Centric IT and is a trusted partner of Communication Service Providers, Fortune 1000 corporations, and the Federal government that run the world's most sensitive and mission-critical IT environments. With strategic consulting, unparalleled technical expertise and our proven Windward Service-Centric IT Road Map, we help our clients align the core competencies of process, organization, information, and technology to address business priorities effectively. Windward offers a proven set of technology-independent solutions focused on the three core Service-Centric IT disciplines — Service Management, Infrastructure Management, and Operations Management — to help our clients plan and deliver high-impact IT services.

## Contact Us

### Windward IT Solutions

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