EMS Optimization Solution

Improve IT service delivery response times and overall efficiency of your IT operations

Most IT organizations have Enterprise Management Systems (EMS) in place to help assure service levels to their customers. However, IT organizations can be quickly overwhelmed by the high volume of events from disparate, global network elements and a non-integrated EMS, which result in IT staff spending excessive time fixing problems and handling outages. Windward helps your IT and network organizations overcome these daunting challenges by addressing the gap between strategic planning and the technical implementations of EMS solutions. For over 12 years, Windward has helped our clients accelerate and optimize EMS solutions, moving them up the operational maturity scale.

Our EMS Optimization solution helps your IT team more effectively select, configure, integrate and use EMS software while instilling best practices for ongoing operations management and technical support functions. Our solution enhances your technology managers' insights into operational performance so they can more easily redirect resources from operations to innovation, remove inefficiencies, automate operations, and optimize infrastructure to improve IT services and overall return on investment.

EMS Optimization Solution Offerings

Windward's EMS Optimization Solution offers the following comprehensive set of services:

- **EMS Architecture Design and Implementation** – Define comprehensive requirements to architect and deploy a fully integrated, multi-vendor EMS that meets business and mission needs.

- **Dynamic Capacity and Demand Management** – Enable IT infrastructure to adapt and support usage requirements for critical business applications for business and mission service needs as they change and evolve.

- **Fault and Event Management** – Monitor, filter and correlate IT events to maintain a functioning IT infrastructure.

- **Incident and Problem Management** – Record, monitor, and support help desk resolution of IT infrastructure events that could impact services as well as create a database of 'known problems' for faster resolution of future events.

- **Software Evaluation and Consolidation** – Optimize the functionality of EMS software to reduce the number of overlapping software tools and, thus, reduce the associated costs and administration.

- **Operations Center Command and Control** – Provide at-a-glance visualization of the status of services and elements within the IT environment in real time.

WINDWARD
IT SOLUTIONS

Strategic thinking. Real-world results.

EMS Optimization Solution
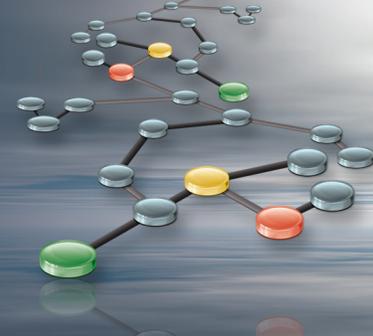
How Windward helps Clients

- **Improved Customer Satisfaction** – With an integrated EMS solution, service affecting events are resolved faster resulting in more satisfied customers and users.

- **Improved IT Operations and Return on Investment** – With improved insight into operational performance, your IT operations team can redirect resources from operations to innovation, remove inefficiencies, automate operations, and optimize infrastructure, which helps you to realize a faster return on technology investments.

- **Improved Services Availability and Response Times** – With improved visibility and automated event management, in addition to EMS integration with Service Desk Optimization, which leverages auto-ticketing functionality to quickly raise awareness of events, you can identify and resolve problems more quickly.

- **Improved SLA/OLA Attainment** – EMS Optimization ensures incidents and problems are tracked by automated escalation alerts to ensure proper focus of resources to quickly restore services.
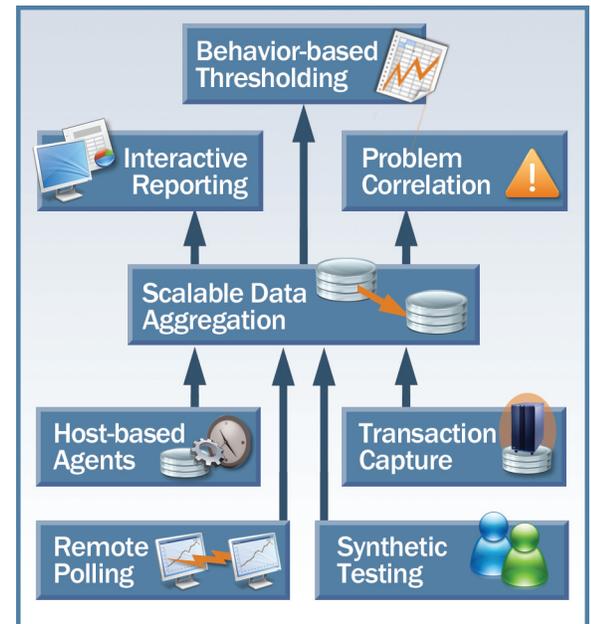
Advance Your IT Agenda with Business Technology Management

Regularly assessing, measuring, documenting, and evaluating processes are critical to a successful Business Technology Management (BTM) strategy. BTM unifies business objectives and technology investments to improve business operations, increase profitability, and reduce risks across the enterprise. Because BTM 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' BTM expert for our clients.

About Windward

Since 1997, Windward IT Solutions has remained at the forefront of BTM 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 BTM 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 BTM disciplines — Service Management, Infrastructure Management, and Operations Management — to help our clients plan and deliver high-impact IT services.

Contact Us

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