Innovate Software Consulting Inc Ltd

e-Service Management Suite (ITIL Based) (e-SMS) Version 1.0 Achieves Oracle Solaris Ready, Oracle Linux Ready and Oracle VM Ready Status

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The Oracle Exastack Ready program is dedicated to helping ISVs, and other Oracle PartnerNetwork (OPN) members, run their solutions on the latest major releases of Oracle Exadata Database Machine, Oracle Exalogic Elastic Cloud, Oracle Exalytics In-Memory Machine, Oracle SuperCluster and their component products, including Oracle Database, Oracle WebLogic Server, Oracle Solaris, Oracle Linux and Oracle VM. These products provide partners with a lower cost and high performance infrastructure for database and application workloads across on-premise and cloud based environments.

"Innovation of IT Products & Services, IT Consulting & IT Reselling through Quality and Performance using Oracle Technologies"

e-Service Management Suite (ITIL Based)(e-SMS) is supported with Oracle Solaris, Oracle Linux and Oracle VM.

Company Overview
Innovate Software Consulting Inc Ltd., founded in 2013 and registered in U.K, provides the consulting and outsourcing services that envision and pioneer the adoption of the flexible global business practices that today enable companies to operate more efficiently and produce more value. Innovate Software Consulting Inc Ltd., works with its clients globally as partners to conceptualize and realize technology driven business transformation initiatives.

Committed to enable swift, practical and meaningful transformation of critical business and IT functions ensuring organization's success by delivering measurable and lasting improvements in performance, productivity, quality, and cost.

Innovate Software Consulting Inc Ltd. forms long-term client partnerships enabling better understanding of customer industry landscape, operating environment, and business challenges by providing lasting value through services.

e-Service Management Suite (ITIL Based) (e-SMS) Overview
e-Service Management Suite (ITIL Based) v1.0 is web-based service management suite, designed for the day to day operations of an IT environment. e-Service Management Suite (ITIL Based) is designed with the ITIL best practices in mind but does not dictate any specific process, the application is flexible enough to adapt to your processes whether you want rather informal and pragmatic processes or a strict ITIL aligned behavior.

e-Service Management Suite (ITIL Based) delivers a feature-rich set of business processes that enhance IT management effectiveness, drive IT operation performance, improve customer satisfaction and provide executive insight into business performance and is completely open to integration with your current IT Management infrastructure.

Capabilities and Features:

- Basic Features:

- o Document your IT infrastructure and all the relationships between the various pieces and stakeholders of the infrastructure (servers, applications, network devices, virtual machines, contacts, locations).
- o Manage incidents, user requests, planned outages.
- o Document IT services and contracts with external providers including service level agreements.
- o Export all the information in a manual or scripted manner.
- o Mass import (manually and using scripts) or synchronize/federate any data from external systems.

- **Additional Capabilities and Features:**

  - o A complete CMDB (Configuration management database) allowing IT operation to document IT inventory.
  - o A Service Desk module allowing IT operation to track end-user requests.
  - o An Incident management module allowing IT operation to track and communicate about all issues occurring on IT.
  - o A change management module allowing IT operation to better deal with all the changes occurring.
  - o A service management module allowing IT operation to document all the contracts and services they have under their control.
  - o A known error database allows IT operation to document fix for known issue in order to speed resolution process.
  - o An outage module allows IT operation to document all planned outages and notify concerned contacts.
  - o Dashboards allow you to quickly get an overview of your IT.
  - o Ad hock report allows you to control your IT.
  - o Better manage a more and more complex IT environment.
  - o Move step by step to an ITIL oriented way to manage your customers.
  - o Manage the most important asset of your IT : "Documentation".

Sales

Sales/Regional office Information:

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Business Value

Today joint customers can confidently use Innovate Software Consulting Inc Ltd's products together with engineered systems and operating systems of Oracle to enjoy improved performance and manageability. Participation of our organisation in the Oracle Exastack Ready program reflects our commitment to delivering a world-class customer experience with a high performance, high capacity, industry leading database infrastructure. This is a key component of e-Service Management Suite (ITIL Based) (e-SMS) product providing that experience and scaling our infrastructure capabilities as our customers' data volume, variety, and intelligence requirements rapidly expand.

Why Oracle?

Oracle VM 3, the latest release of Oracle's x86 server virtualization solution, is suitable for all datacenter workloads, enabling companies to move beyond server consolidation and to focus on accelerating and simplifying application deployment and management.

Oracle Solaris 11, the first cloud OS, brings the reliability, security and scalability of the #1 enterprise OS to the cloud, allowing customers to run their most demanding enterprise applications in private, hybrid, or public clouds.

Oracle Linux, with its default Unbreakable Enterprise Kernel, brings the latest Linux innovations to market, delivering extreme performance, advanced scalability, and reliability for enterprise applications, at a lower cost.

For additional information about partnering with Oracle, please contact OPBC-WW_WW@oracle.com or visit oracle.com/partners.