Services Delivery Management

Avistas' "Line-of-Sight^{SM}" practices are designed to provide real-time or near real-time visibility into all operations, performance and asset management endeavors. Whether internally facing or customer facing, all roles within an enterprise are defined to provide services to others. Holistically, these include the symphonic orchestration of executive visions, actionable goals, marketing, sales, call centers, workforce scheduling, product design and development, dispatch, inventory management, finance, accounting and billing to name a few. All of these have dependencies at some level upon Information Technology (IT) systems, services, infrastructure and integration. The glue that binds all of these elements together is measurable results.

In addition to ever-changing business climates and demands, IT environments extend an additional layer of complexities as a result of continuous "updates" and "enhancements". Avistas supports our clients with the alignment of necessary business and business process changes with technology applications and infrastructure changes.

Looking towards IT, we provide assistance with classic COBIT and ITIL related service delivery matters including service level management, capacity management, IT service continuity management, availability management and financial management.

Looking towards the business groups, Avistas supports key executives, steering committees, program management and project management with quantifying the following:

► Business Needs

► Results Delivery

► Services Optimization

► Best Practices and Benchmarking

Business Needs

Avistas looks at the services contemplated as well as operational gaps and then tests the business benefits of contemplated services from an economic, technical, risk and compliance point of view. We collaborate with our clients to quantify the service justification for executive approvals. During this process we highlight impacts to existing business process and technology assets along with human factors relating to skills and talent availability, training and marketing communications requirements for those affected. Finally, we quantify that the result is indeed attainable. If it isn't, we detail specific people, process or technology obstructions that must be overcome before proceeding.

Services Delivery Management

Results Delivery

The best-laid plans often fall apart during implementation and cutovers. This commonly happens for a variety of reasons including a rush to nail a deadline, taking short cuts, working without the availability of appropriate skills, poor communications with internal and external resources, partners and customers, last minute changes and the lack of reporting performance criteria, to name a few.

Avistas offers seasoned professionals utilizing decades of experience along with international best practices to augment our client's teams and shepard the delivery of services through the life cycle from conception to acceptance while attaining and reporting the intended results.

Services Optimization

Better, faster, cheaper are the three most commonly used adjectives for service improvement and business agility. Millions of dollars have been spent on overtime, research and development, new technology procurements, outsourcing, in-sourcing, off-shore development, near-shore development, management consulting and technology consulting only to discover that solutions have become much more complex than necessary and the total cost of ownership exceeds the value of the investment.

Avistas breaks through the barriers of many corporate silos to consider the full impact to people, process and technologies. During this time, much simpler and economical alternative services are discovered through many "common sense" observations by our objective and apolitical professional resources.

Best Practices and Benchmarking

Avistas is known for delivering results. With over forty-five years practicing consulting, our professionals and engineers have applied commercial best practices since day one. Over the years, as tools and techniques were updated, Avistas professionals adapted. In many cases, the practices are fundamentally the same with new tools and performance information available.

Regardless, we identify core business and technical issues, isolate root causes, engineer services and solutions, validate and verify services and solutions, document economic and technical justifications, develop specifications, assist with procurements writing request for information, proposals and quotations as required and perform implementation management of the services or solutions.

Depending on the level of our clients' organizations supported, key success criteria and benchmarks will vary but the need to link everything relevant together from the bottom up to enhance operational "Line-of-Sight^{SM}" remains the same. Avistas can isolate key metrics and processes for peer reviews and benchmarking as well as assist our clients with establishing new and improved performance metrics.

Avistas Practice Areas

Management
- Business Intelligence
- Project Portfolio Optimization
- Change and Asset Management
- Human Capital
- Acquisition, Mergers and Divestitures
- Governance and Compliance
- Business Process Optimization
- Services Delivery Management

- Knowledge Performance Management
- Program, Project and Product Management

Technical
- Application Integration
- Infrastructure and Technology
- Development Support

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