



SERVICE MANAGEMENT

 INTEGRITAS

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DELIVERY EXPERIENCE [HERE](#).



## SERVICE MANAGEMENT EXCELLENCE

Combining the best of leadership and delivery capability, Integritas is strategically positioned to help your organization realize the true value of Service Management.

### Service Management, Maximized.

Optimal Service Management should enhance the delivery of systems and services with a precise focus on efficiency and performance.

Our distinct brand of process design, improvement and implementation services focus on leveraging your existing capabilities while streamlining processes to support automation and sustainable optimization.

### ServiceWise.

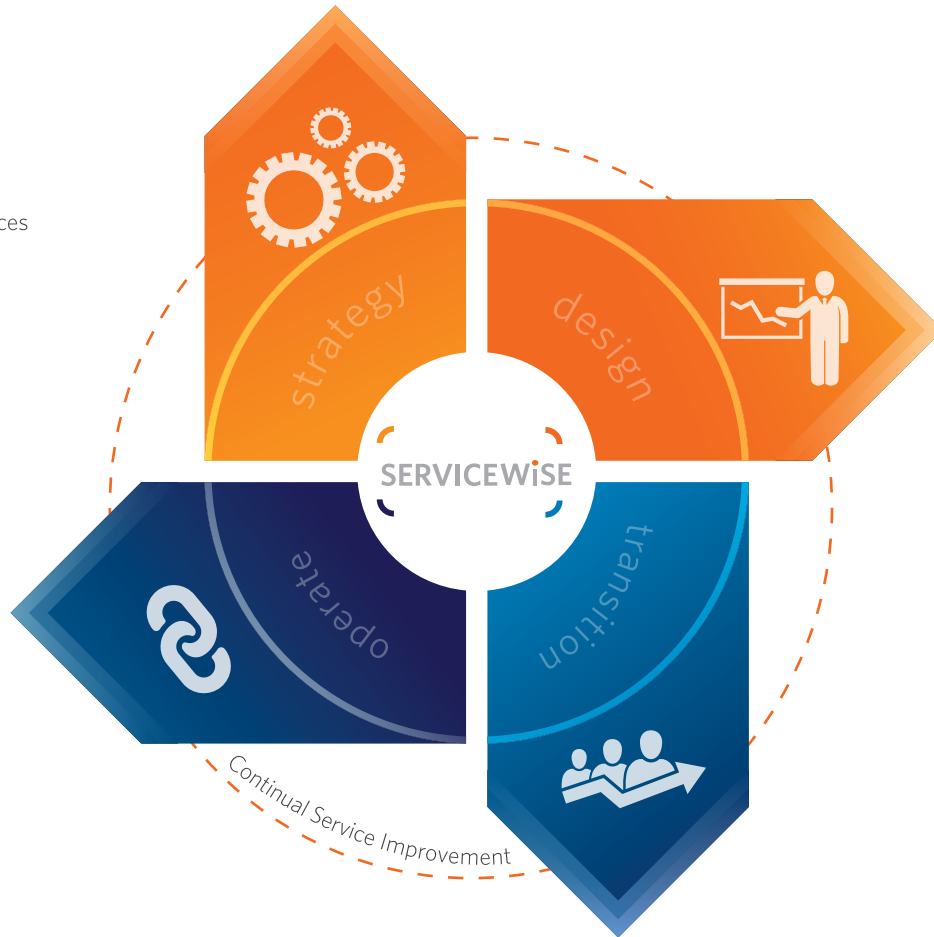
ServiceWise is a methodology that is unique to Integritas and defines our framework for creating value through Service Management. This proprietary approach focuses on identifying specific goals and objectives of service management and creates a structured, supported environment for benefits to be realized. The framework defined by ServiceWise applies to any business unit, function or vertical, from Human Resources to Procurement and HSE, with a consistent focus on optimal service efficiency.

## STRATEGY

- SM Strategy + Advisory Services
- Process + Tool Assessments
- People Change Assessments
- ITIL/SM Education

## OPERATE

- System Administration
- Certification Training
- SM Mentoring + Ongoing Support



## DESIGN

- Program + Project Management
- Business Analysis
- Process Design + Improvement
- Technical Architecture
- Organizational Alignment

## TRANSITION

- Process, System + Tool Alignment
- System + Tool Configuration
- Quality Assurance + Testing
- Personalization + User Training



## The INTEGRITAS Way

Integritas specializes in business transformation services to support enterprise performance. Our proven expertise in process transformation, optimization and implementation are delivered through a specialized suite of offerings that focus on strategic business value.

Our expertise lies in Service Management and Organizational Change Management, often incorporating the two to achieve maximum value. Armed with sound methodology, our design, improvement, implementation and adoption services focus on uncovering enhanced efficiencies and greater performance across your organization. Our primary focus lies in performance optimization realized through improved service delivery, enhanced efficiencies and transformational services.

Relying on decades of expertise in management, project delivery, communications, and implementation, our Service Management approach is strategically positioned to help your organization realize service delivery excellence across the enterprise.

**Our solutions suite focuses on expertly and consistently delivering measurable benefits to our clients.**

ALIGNMENT      GROWTH      AVAILABILITY      RELIABILITY  
PREDICTABILITY      PERFORMANCE      OPTIMAL      LEADERSHIP  
EFFICIENCY      MAXIMIZED      INVESTMENT      PEOPLE      SYSTEMS  
SERVICES      REALIZE      BUSINESS      VALUE      ENHANCE  
COST-EFFECTIVE      MANAGEMENT      MAXIMIZE      PARTNER

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Engage with Integritas.

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