

MOVE ADD CHANGE MANAGEMENT

Volumes of moves and changes in business are hard to predict, but when a move or change is required it is usually urgent. Although our move, add and change service is demand based service, where you pay based on usage, it nevertheless provides the certainty of a smooth process with minimal business disruption as a result of the change.

Key Benefits

- Activities executed against pre-determined SLAs
- Risk and impact analysis conducted prior to change
- Management of other vendors and third parties

Key Features

- Centralised management and change
- Integration with inventory management process
- Full MIS reporting

Business Challenge

More than ever IT managers are called upon to react to the rapid expansion and contraction of the modern technology reliant organisation. The challenge of translating shifting business requirements into IT deliverables is often complex. Our experts bring a wealth of experience and an objective viewpoint to enable our clients to effectively negotiate this problem. One all too common side effect is the retention of an over manned pool of labour for eventualities that may never arise.

Intelligent implementation of move add change helps internal support teams meet SLAs. When you engage Amittas your organisation can be confident that the IT staff which you rely upon will not be tied up in the change process. What is more, we will undertake change that must be executed out of hours which might otherwise prove both costly, not just financially but also in terms of workforce morale.

We are highly experienced in coordinating move add change management of all scales from departmental to global level.

Our Solution

The Brief

After we have taken the initial brief of the changes that are required we document the formal requirements and review with the business owner of the change to establish an agreed scope of works.

Planning

Based on the requirements, dependencies and constraints, a plan is created to effect the change. Once the plan is complete, an independent QA is performed to identify any risks. For each of the risks, a mitigation plan is developed and the risk is closely managed.

Implementation

The change is effected and overseen by a senior service delivery manager. The necessary QA tests are performed to ensure that staff productivity is not impacted by the change. The complete change is then handed across for user testing. Once the client is happy, the change is signed off.

Aftercare

Upon first take up (usually, next business day), onsite support is provided to ensure that people affected by the change are able to navigate the local technology landscape. This is provided in addition to an individual briefing pack .



“Change is frequent, you need to be good at managing change”

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Business Benefits

The tangible benefits of engaging Amiitas go far beyond simple cost savings. Our demand based service means you only pay for the amount you consume.

Throughout the project you will be able to rely on a single point of contact with Amiitas who you can consult with on any issue relating to the project. Regular MIS reporting will ensure that all of the key stakeholders in your organisation will remain fully briefed on the project's status throughout the duration.

As part of any move, IT equipment will be professionally cleaned and serviced, saving money and prolonging the life of your IT assets. As equipment is moved into place we will check that it functions correctly before it is handed back to the end user. Equipment that is found to be surplus to requirement will be warehoused off site / disposed / sold as per agreement with you.

From day one of our engagement we will ensure that all configuration documentation is kept up to date. What is more, following the project's completion you will enjoy the assurance of a full after-change service, including rigorous problem management and resolution.

Clients who have benefited from our services include:

Deutsche Bank
Hitachi
BT
Verizon
Emagine
Royal & Sun Alliance
IATA
Resolution Life

About Us & Our Approach

We pride ourselves in working in partnership with our clients to ensure business objectives are met. No matter how difficult or complex the project may be, we always work as a team and ensure all of our stakeholders are successful. We are open, honest and are trusted by our clients to honour our commitments.

Service is our business and customer satisfaction our goal. We have a can do ethos which means that we will always deliver what has been asked.

Key Deliverables

From the first day of engagement until the final piece of hardware is in place and integrated into your organisation you can be sure that Amiitas will make certain that the change process is as seamless and efficient as possible. Our clients should expect the following:

- Successfully executed move or change
- Documented business requirements including pre and post plans
- Briefing packs for staff detailing any changes impacting local technology landscapes
- Post move problem management and resolution process
- Updated HR / Corporate Directory records
- Integration with inventory management process
- Asset disposal, sale or warehousing as required.



The Amiitas Advantage

Proven Track Record of Experts

Our service delivery experts have real operational experience gained from holding senior management and executive positions at many global and blue chip companies such as Morgan Stanley, Goldman Sachs, Motorola, HBOS to name but a few. This wealth of experience coupled with our customer diversity means that optimal solutions can be implemented in short time frames according to our customer's requirements.

Vendor Agnostic and Market Knowledge

We hold a vehement vendor agnostic position when it comes to selecting products and tools. We firmly believe in maximising the use of existing client investments and will not try to sell you something that we do not believe you require. Our extensive knowledge of the marketplace allows us to provide our clients with the advice they need when additional investment is deemed necessary.

Delivery, quality, results and value

We are business people who pride ourselves on exceeding the expectations of our clients through the quality of service we deliver and value we create. We only have one agenda, to ensure that our client's business objectives are successfully achieved!