

# ITAM Tooling Managed Service



## Keep your ITAM Platform Accurate, Complete & Optimized

It is now more critical than ever to ensure your investment in the ITAM platform is optimized, with the tool providing accurate data and complete visibility of your software & cloud assets. It needs to deliver the Trustworthy Data for which you purchased it, improving control over your assets through end to end inventory reporting, compliance reconciliation, license or cloud optimization; all to support outcomes of cost savings, risk management and ITAM governance.

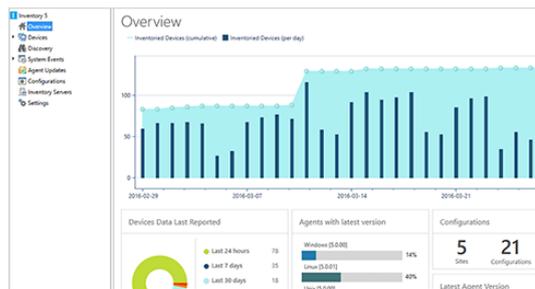
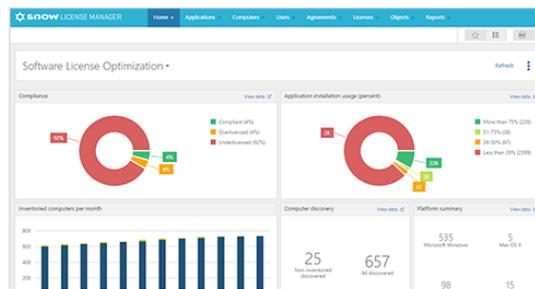
Making your tool deliver the Trustworthy Data that you need requires your system to be set up, implemented and configured correctly, providing the correct integration with your critical data sources and to be continually maintained and up-to-date.

Maintaining complex tools need specific skills and expertise, without which can lead to ITAM professionals spending many hours and days trying to get it working correctly and providing the data they need.

## Our experts keep you in control

Our ITAM & cloud tool management services are delivered by a dedicated team of experts, trained and experienced in most of the leading ITAM platforms. They are trained and accredited to the highest levels by the leading platform providers and support customer platforms throughout their lifecycle, managing the technical administration and support requirements to maintain a high-state of platform, data and information reporting quality.

Providing technical support through our Service Desk, support is delivered both remotely and on-site, depending on the type of tooling service purchased and the operating environment in which it is implemented.





## Services perfectly tailored to your needs

Our tooling management services can be tailored to meet your needs and be profiled to deal with tool projects that need to be implemented and configured then moving to a BAU support requirement. Our service is primarily delivered by our specialist tooling consultants where their time is task based and planned for the tooling needs every month.



### Tooling Consultants

Specialist tool experts, working with Livingstone's wider managed services team to carry out specific tool operational and configuration tasks. They cover all aspects of tool operation from platform maintenance to user management.



### Platform Monitoring

Weekly ITAM and cloud Platform checks performed remotely to ensure your chosen platform is continuing to work correctly and any issues identified.



### Support Desk

The Service Desk can receive a defined number of tickets per month. From these, any ITAM Specific How-To/configuration questions will try to be answered remotely or looked at during one of the on-site days.



### Regular ITAM Health Checks

Quarterly ITAM Data Health check of the system report, including any noted data gaps, recommendations or actions required.



### Platform Updates

ITAM and cloud platform technical updates made available through the publisher's update service is included as part of our "normal" updates service.



### On-Site Days

On-site days will be agreed in advance to cover any platform updates, any other technical questions or on-going configuration required. If you required additional functionality from your ITAM platform our Tooling consultants will be happy to discuss your requirements with you when they are on site.



### Custom Reporting

Custom reports can be requested when raised as a ticket, they can be created if both the data is available and we have verified the report can be done.



### ITAM Training Sessions

Training sessions for administration users, required for new users to familiarize with the platform delivered remotely or on-site during an on-site day.



Our vision is to be the leading independent, global provider of Software & Cloud Portfolio Management and optimization services for our clients and partners.

Providing the intelligence our clients use to govern their digital transformation journey. Optimizing their software portfolio to avoid unnecessary cost and risk, whilst driving value from their software and cloud investments throughout their lifecycle.

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