

Lifecycle

Service Desk

Licensing, Cloud & Governance



Embedded ITAM support when your organization needs it. Operating an ITAM function requires specialist support resources and ITAM administration skills. These can be difficult to find and extremely costly to maintain in-house.

At Livingstone we provide these resources and skills as a virtual service desk, available to our clients globally. Our Service Desk based support provides clients with a cost-efficient capability, delivering software and cloud licensing expertise to support internal lifecycle processes integrated within their organization.

Delivered from our Global Managed Services Centre (GMSC), our team of ITAM professionals are on hand to support our client's internal ITAM administration, knowledge and process fulfilment needs, augmenting skills and experience gaps. Working to defined service levels and operational hours, we provide this service virtually integrating with the client-side service management and operational support processes. Our ability to scale the service based on the client need ensures all organizational sizes and needs can be catered for.

Service Desk at a glance

Our ITAM Service Desk is delivered against agreed service scope and SLAs, offering our clients...

- Access to service specialists with vendor licensing expertise
- Domain guidance from our vendor & technology specialists
- Service Desk function providing a single point of contact via telephone, email or client based ITSM integration
- Case tracking & knowledge base support
- Advice summaries to support wider knowledge, education & service transition management
- Business operation hours - Monday to Friday, 9.00am to 5.30pm (excluding local public holidays).

Lifecycle Services

Governance that keeps you optimized, compliant, secure & agile to business change. Robust governance is a cornerstone of effective IT management.

However, if an organization is to drive improved value from its investments & control software/cloud related costs, it must first have access to both trustworthy data & have effective processes & policies in place.



Specialist Services Desks from experts in the field

We provide a range of Service Desk options to allow customers to implement services, specific to their individual needs.

- License and Cloud Advisory
- License and Cloud Management
- Practice and Process Governance.

We employ industry experts that have vast experience and knowledge on a wide range of cloud and software vendors, including specific technical architectures, contract management and procurement expertise. Our teams work with clients of all sizes and sectors bringing their experience of working with and for some of the most well know software and cloud companies globally.

License & Cloud Advisory

Our leading Service Desk can be contacted via telephone, email or client ITAM solution, for access to the following resources...

- Licensing specialists with vendor & technology expertise
- Cloud specialists experienced with the leading cloud services
- Software Asset Management expertise backed up by our wider team of expert consultants & analysts.

License & Cloud Management

This service can be tailored to client management needs, offering ITAM process support and task delivery. Examples include:

- ITAM Administration & management of license & cloud related requests
- Support for specified ITAM processes, e.g. joiners & leavers, license pool operation, cloud resource requests & media/key library administration
- Licensing & cloud subscription & forecast management.

Practice & Process Governance

Our services can also provide best practice improvement for a wide variety of ITAM processes...

- Asset lifecycle enhancements
- Procurement validation processes
- Business, project & user request management
- Optimization & rationalization processes
- ITAM tool administration.

For further information and advice on any of the services above, please contact your dedicated Account Manager or email info@livingstone-tech.com and we will contact you as quickly as possible.

“We provide services that allow our clients to put comprehensive IT Governance around their use of software & cloud assets, as well as the management of contracts & renewals. We ensure that asset investments are technically & operationally optimized throughout their lifecycle, our ITAM & optimization experts are on hand to support clients as they implement best practice methodologies”

Chief Strategy Officer,
Livingstone Group

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.