



Driving immediate value from your technology investments.™

Discover, Map, & Manage What Matters

ConfigureTek is a full-service technology provider empowering the IT Operations teams of enterprises and large organizations alike with the efficiency, stability, and top performance in the delivery of business services.

IT Operations Management Solutions We Deliver

Discovery & Mapping



- Rapid App/Cloud Mapping
- IT Asset Management
- Configuration Management
- App & Data Center Migrations
- Predictive Impact Analysis

Service Desk



- Efficient Service Desk
- Process Automation Focus
- Rapid Time to Value
- Automatic Remediation
- Service Catalog

Monitoring



- MOM
- Event Correlation
- Auto Remediation
- Reduce MTTR
- Automatic Triage

IT Compliance



- Un-Authorized Change
- PCI
- SOX
- HIPAA
- Software License Compliance

Solutions

Software

- | | | | |
|---|---|--|---|
| <ul style="list-style-type: none"> • ServiceNow Express • Change Management • ServiceWatch Discovery • ServiceWatch Service Mapping | <ul style="list-style-type: none"> • IT Service Management • ServiceNow Express • Asset Management • Change Management • Incident Management • Problem Management • Release Management | <ul style="list-style-type: none"> • Cloud Management • Event Management • Orchestration Core | <ul style="list-style-type: none"> • Asset Management • Governance, Risk, & Compliance • Risk Management |
|---|---|--|---|

As a certified partner of ServiceNow and reseller with full-time ServiceNow Certified Consultants on staff, we are known in the ITSM, ITOM, and DevOps spaces for:

- Demos
- POC/POVs
- Rapid Implementations
- Managed Services



☎ (800) 987-8460 | **Schedule your demo now.** | ✉ sales@configuretek.com

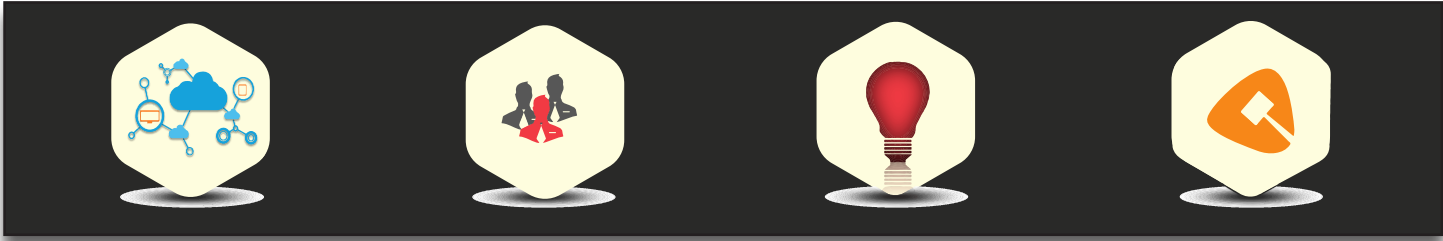
45 Technology Parkway South, Suite 205, Norcross, GA 30092

www.configuretek.com

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Driving immediate value from your technology investments.™



Rapid Implementations

- Implementations designed to deliver business value in 30/60/90 day increments
- Certified cross functional consultants with multi-level skill sets
- T&M or Fixed Bid
- Customer training and knowledge transfer available

Ongoing Managed Services

- Tool administration
- Process administration
- Policy and compliance administration
- Best practices and strategic guidance

Get to Know ConfigureTek

- North American client base
- Proven implementation success with Fortune 500 clients
- Hundreds of successful projects across numerous industries
- Headquartered in Atlanta with an office in Toronto and a presence in Chicago



• Struggling with unplanned changes causing outages?
 • Need to know the business effect of incidents?
 • Scrambling to accelerate your service mapping engagement?
 Call now (800) 987-8460

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Quick Start: Rapid Mapping

Driving immediate value from your technology investments.™

Rapid Mapping administers business service maps delivering CIs and their dependencies across the IT infrastructure. This high-impact service brings together automated discovery with templates of application structure to delivery visibility into:

- Accurate business service inventory reporting and analytics
- Relationships based on discovered, reliable topology instead of static approaches
- Hardware, network, and middleware components of business services
- Critical dependencies between applications and shared infrastructure
- Reports on application relationships, discovered changes, and configuration

By centralizing existing investments with leading discovery and asset management technology we implement our efficient Rapid Mapping solution. This provides immediate benefit and usefulness for our clients.



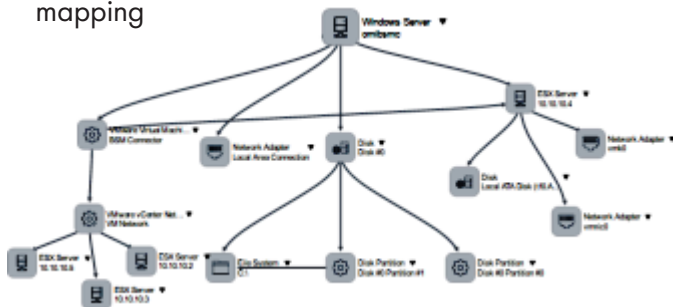
Business Value

- Reduce the challenges of IT operations with risk assessments based on discovered relationships
- Provide compliance teams with application inventory reports mandated by regulatory agencies
- Provide clear business impact visualization across ITSM Processes and reduce repair Mean Time
- Identify rogue configurations and shadow-IT practices



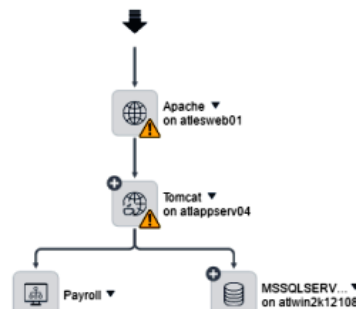
Deliverables

- 10 Business Service Maps
- Business Service Inventory and Dependency Reports
- Automated Business Service Change Tracking
- Enablement of Service to Service relationship mapping



Term & Scope

- Services delivered in first 5 weeks
- Up to 10 Business Service Maps in the PROD environment
- Scope limited to 500 OSI



Implementation Outline

- Project initiation & planning
- Signature-based Application Models
- Application Dependency Reporting
- Project close-out

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Schedule your demo now.

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Quick Start: Rapid Discovery

Driving immediate value from your technology investments.™

Rapid Discovery makes use of automated infrastructure and application discovery technology. We enable you to discover what you have, create detailed reports, and support compliance initiatives across:

- Hardware, software, and network infrastructure
- Web Tier such as Load Balancers, Clusters, Web Servers, App Servers
- Middleware such as Web Services, App Servers, J2EE, etc.
- Database Tier such as Oracle, MySQL/PostgreSQL, MS-SQ
- Cloud & Virtualization Tier such as AWS, VMWare, and Puppet
- Enterprise network and storage fabric

Implement in a seamless and non-intrusive manner without requiring remote agent deployments.



Business Value

- Automatically visualize and report on your applications and infrastructure
- Perform objective and automatic Impact Analysis 95% faster
- Gain the ability to re-claim underutilized assets, apps, and infrastructure
- Identify rogue applications, web services, infrastructure, and servers
- Instantly leverage discovery results towards data center consolidation and cloud migrations
- Ability to integrate and enrich other ITSM processes (such as Incident, Change, Asset, etc.)



Deliverables

- Population of CMDB using Automated Discovery
- Discovered infrastructure and application reports
- Automated dependency map population
- Infrastructure Virtualization Report



Term & Scope

- Discovery services delivered in first 5 weeks
- Environment managed for remainder of term
- Automated reports
- Fixed price includes software, services, and expenses for term
- Software disabled at end-of-term unless extended



Implementation Outline

- Project Initiation & planning
- Requirements validation
- Installation & configuration
- Auto Discovery setup
- Baseline configuration
- Reporting & dashboard
- Project close-out

