



It's All About Service

IT Service Management

Enjoy higher levels of customer service, availability and uptime.

Enhanced hands-on approach to IT

Higher levels of personalized and prompt service

Continued improvement of the customer experience

One cohesive ecosystem for employees, customers and partners

IT Service Management

You need and want high-caliber service and solutions. Peak 10's IT Service Management program ensures we deliver. Complementing our consultative, service-minded approach to IT delivery, the Peak 10 IT Service Management program guides our operations and customer interaction so we can provide the services, solutions and expertise that best meet your needs. It's a better way of doing business — and a better way of ensuring your satisfaction.

More self-service capabilities, including the Service Now automated workflow tool

- Increased process automation
- Enhanced communication channels

More Consistency, Agility and Efficiency

IT Service Management entails a number of best practices, processes and tools designed to make doing business with Peak 10 easier. It is based on the Information Technology Infrastructure Library (ITIL) framework, a practical, effective approach to the identification, planning, delivery and support of IT services.

IT Service Management enables us to strengthen and expand our capabilities to help your company achieve success through the optimization of your IT assets and resources. By delivering services more efficiently, remaining agile and always striving to improve our processes as well as our solutions, we're better able to help your company achieve its goals through enhanced utilization of your IT resources.

While Peak 10 has always been known for our high-touch approach and deep technical expertise, IT Service Management takes our services and solutions to even higher levels. Here's what you can expect:

- Superior levels of service management and support focused on incident management, change management, problem management, knowledge management and service provisioning. We've putting our expertise in the fast lane.
- More self-service capabilities for customers such as reporting, reducing human involvement and error. We put things on your terms.
- Increased process automation for faster, more efficient IT service delivery. We're removing any obstacles that could potential cause slowdowns.
- Enhanced communication channels, with features like ChatterBox for mobile computing and web-enabled chat. Facilitating two-way communication keeps us all moving the same direction.

What's in It for You?

IT Service Management is an internal process framework, but what does Peak 10's implementation of it mean for your organization? By automating more processes, increasing visibility into and enhancing our service quality and doing all the other things integral to IT Service Management, Peak 10 can deliver to a better customer experience, as well as even more flexible solutions that can be quickly adapted to your changing needs.



Here are just a few of the benefits you'll experience:

- Enhanced Peak 10 solutions that offer even greater maximized return on investment (ROI) than ever, as well as increased performance
- Predictive analytics and accurate benchmarking to support ever-increasing quality levels for solutions and services
- Well-defined, measurable processes to facilitate greater agility so we can keep pace with your changing needs
- An even stronger IT support team with the experience and expertise needed for the delivery of critical,
- Even faster resolution to issues that may arise

Customer-centric Means Service-centric

Peak 10 believes in pursuing continuous improvement because "good" is never good enough. We're continuing to strengthen our customer-centric focus because we sincerely believe that we aren't successful unless you are.

Through the effective IT Service Management approach with ITIL, our internal operations will better align its people, processes and tools to ensure customer service availability and 24/7 uptime. Because the ITIL service strategy is a continual process of improvement, we will continue to transform as the market evolves to better align our offerings to meet the your needs and help ensure your success.

If you'd like to learn more about the processes and protocols Peak 10 employs to ensure the satisfaction of our customers, including onboarding, our Advanced Client Services and more, call or email us at:

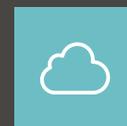
(866) 473-2510. Or, use the [Contact Us form](#) at www.peak10.com.

About Peak 10

Peak 10 provides IT infrastructure solutions that ensure the 24/7/365 availability and security of our customers' critical data and applications. Customer-centric and cost-competitive, Peak 10 solutions are designed to scale and adapt to customers' changing business needs, enabling them to increase agility, lower costs, improve performance and focus internal resources on their core competencies — all while maintaining uptime, access and security.



**Data Center
& Network Services**



**Cloud
Services**



**Managed
Services**

vmware®

Powered
by CISCO

EMC²
BUSINESS
PARTNER