



Team spirit: A&O director John Murphy, left, with MD Paschal Naylor

A&O and Service-now IT service management without tears

A&O Systems + Services Ireland has teamed up with Service-now.com to offer a suite of IT service management (ITSM) software as a service via the Internet.

Service-now has taken intuitive Web 2.0 technologies, information technology infrastructure library (ITIL) V3 standards, a unique software as a service delivery model and packaged them into what it describes as an affordable, enterprise scalable, application set.

Service-now.com SaaS is licensed on a subscription basis and may be deployed in a fully hosted fashion or implemented on the customer's infrastructure.

A&O MD Paschal Naylor describes the new service thus: "For mid-size enterprises looking to implement ITIL-based IT service delivery, service management tools have traditionally been expensive and time consuming to deploy.

Our new offering gives a low entry point, without compromising functionality or scalability, giving users a quick return on investment."

"Effective IT service management is all about implementing process with as much automation as possible, remaining flexible to your business requirements and responding to reporting and

workflow needs," said Naylor. "We wanted to offer an end-to-end service management solution, and the partnership with Service-now.com provides that."

Service-now.com provides on-demand ITSM solutions, with ITIL-based service management applications delivered on a single, extendible development platform. It is an on-demand web-based application, making it quick and cost effective to deploy, requiring no infrastructure investment, says the firm.

The application is based on open standards, delivers more than 30 released integrations, and is designed to be customised. Users are able to map, design and deploy comprehensive ITIL-based disciplines far more quickly than traditional client server applications.

Service-now.com CEO Fred Luddy said customers using the service receive new functionality three times a year through "non-disruptive upgrades that do not impact customisations." He said Service-now.com's approach to SaaS is unique in that each customer receives their own secure application set and database.

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