

Solutions and Services

Griffin IT

INNOVATIVE IT SERVICE MANAGEMENT SOLUTIONS

ITIL and ITSM Process Improvement and Automation



Innovation, 1926-30, Chrysler Building, New York

The IT Service Management specialists at Griffin IT have many years experience assisting clients to achieve worlds best practice standards. Griffin IT exists to improve IT service quality and increase the availability of business critical applications.

Innovative solutions utilising technology from VMware Service Manager (formerly Infra) are used to enable the automation of service delivery processes to meet business needs for improved services. All delivered consistently and at lower cost.

Embedding new processes within an organisation using technology ensures that return on investment benefits are secured for the long term. It is also significant in meeting the demand for faster deployment of new systems.

Achieving agreed project outcomes and high quality are the cornerstones of a Griffin IT delivered solution. Our client's benefit across a range of industry sectors including:

- Retail
- State Government
- Manufacturing
- Education
- Healthcare
- Councils

Our Success

Significant value has been added to our customer's service management systems in the following ways:

- Technology to support organisations achieve and maintain a high level of ITIL maturity
- IT Asset Management solutions delivering procurement automation, increased speed of deployment, lower operational overhead, automatically populated CMDB, integration with network management and finance systems.
- Customer Portal's that automate repetitive processes, save significant staff time and deliver a high return on investment
- Change Management systems that allow multiple teams to collaborate, collect data, review impact and progress changes with complex task and electronic approval workflows.

Services

We recognise all organisations are not the same; we will tailor our service offering for your project. The core services Griffin IT provides include:

Consulting Services – project management, business analysis, and process improvement plans

VMware Service Manager (formerly Infra) - support, implementation and development.

Integration Services – service management tool integration with end user experience and network management tools
ITIL Training and ITSM simulation training in association with our training partner

Griffin IT offer extensive knowledge and a successful track record in converting ITIL best practice into operational systems.

Griffin IT is an Australian company specialising in IT Service Management, for more information please contact us at

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