

OUR SOLUTION

# IT MANAGEMENT

## OUR AREAS OF INTERVENTION

Our IT management will make full use of your infrastructure potential to reduce project costs and ensure maximum success.

- Project planning, management, coordination and execution
- Infrastructure upgrade, repair and optimization
- Operational management of IT services and ITIL processes
- Deployment in support or turnkey mode
- Operation of physical and virtual, SAN and network infrastructures
- Infrastructure monitoring and alerts

## WHAT MAKES US DIFFERENT

Alithya will help you develop a detailed plan including an IT infrastructure health check, comparative analysis (benchmarking), integration of business needs, detailed technology architecture, etc. Our team will then help implement your systems in support or turnkey mode while managing the operation and controlling costs.

### OUR AREAS OF INTERVENTION



FINANCE



HEALTH



TRANSPORT



PUBLIC SECTOR



TELECOMMUNICATIONS



INSURANCE

## OUR APPROACH

To meet and exceed your expectations, over the years Alithya has built teams of specialists who are trained to the highest standards and certified in their respective fields.

- ITIL
- PMP
- VMware
- Citrix (XenAPP, XenDesktop et XenServer)
- Microsoft Windows Server, Ms-Office,
- Ms-Sharepoint, Ms-Exchange, Hyper V
- BlackBerry, BBS
- Sécurité

IT  
MANAGEMENT

### OPERATIONS MANAGEMENT BASED ON ITIL BEST PRACTICES

To ensure sustainability, a business must develop IT services with a view to achieving its overall goals. Operations management based on Alithya's ITIL processes, which involves the planning, architecture and implementation of ITIL management processes and tools, can effectively align your IT services with your organization's strategic directions.

Our seasoned team of ITIL specialists (and organization/business component specialists) can define, adapt, optimize and integrate everything into an IT service management (ITSM) software package. They will then install, debug, implement and provide support for it. Alithya also has expertise in the operational management of IT services (operating architecture, etc.), and in coordinating incidents, problems, changes and service requests. These services are offered on a turnkey basis or in accordance with your organization's specific needs.

### CONSOLIDATION AND VIRTUALIZATION

Rapid technological change has improved the availability of services and led to lower maintenance and operating costs. Alithya's proposed solutions would virtualize physical servers and set up a virtual ecosystem for users (applications, services or work sessions).

These solutions would require fewer material, financial and human resources for IT operations, and ensure a smaller impact when technological changes occur during operating system improvements. Virtualization would also make your organization more agile, and better position it in the face of market trends and requirements.

TO LEARN MORE ABOUT OUR  
UNIQUE OFFER, VISIT OUR WEB SITE

