

Solutions for IT



Meritide solutions are architected for change, growth and integration. To protect business processes, with current technology, proven methods and best practices, on reliable systems, and are based on Internet standards. Our solutions work together to provide an integrated IT infrastructure and tangible return on investment. - *Align IT with the changing and demanding needs of your business.*

IT Consulting & Best Practices

- **IT Services**
SharePoint deployment, Asset Management Discovery and ITIL leadership
- **ITIL Blueprint**
Designing an ITIL roadmap for your business
- **IT Service Management Assessment**
Aligning your service management infrastructure with your business needs
- **IT Service Management Consulting**
Changing your ITSM services and service levels
- **IT Service Management Process Model**
Automate your ITIL processes

IT Service Support & Help Desk

Laying the foundation for Service Desk, Change Management, Asset Management, Configuration Management Data Base (CMDB) and achieve a cost effective ITSM system

IT Service Management Technology

Automate your IT Service Support system – we specialize in BMC Software products such as Remedy, Service Desk Express, Atrium CMDB and offer solutions from AlarmPoint Systems, Kinetic Data and Buoyant Solutions

IT Service Assurance & Automation

Delivers predictive and management tools for your IT Service Management System – we specialize in BMC Software products such as Configuration Manager, Discovery, BladeLogic and Performance Manager

On Demand Solutions

Make it more cost effective and easier to support highly specialized IT Service Management with our managed services, software as a service and on demand packages to allow you to focus on what you do best

Who We Serve

We have clients nation-wide that have deployed the latest BMC Remedy ITSM Suite, BMC Service Desk Express Suite, and Atrium CMDB. We have customized ARS-based Service Desk for large and small clients. We have completed ITIL process assessments and roadmaps and deployed Microsoft SharePoint in a variety of organizations.

We have installed new Help Desk functions, merged service desks, developed service catalogs, developed operational level agreements, implemented IT change boards and automation, provided out sourced service support and implemented service level management.

- *Our consultants are ITIL® Certified and trained in the appropriate technologies and methodologies.*



Leverage our expertise and gain a competitive edge in the marketplace

For more information contact us at:

1 800 MERITIDE or sales@meritide.com

www.meritide.com