



M-IT AND QUINTICA SET TO ACHIEVE NEW HEIGHTS IN CUSTOMER CARE

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M-IT (an EOH company) has bolstered its commitment to IT services acumen by partnering with service management specialists Quintica, and is extending the benefits of this partnership to its customers. Quintica is the first South African organisation to be accredited by the APM Group to deliver Information Technology Infrastructure Library (ITIL) training in Africa, the Middle East and Asia Pacific.

M-IT Business Process Manager Anton Crous explains that the partnership is in sync with M-IT's philosophy of meeting and exceeding customer expectations, which was also reinforced with the company's recent ISO9001:2000 certification. The ISO9001:2000 assures customers that a company has a high-level Quality Management System in place and is known to lead companies to better operations, improved performance and improved profitability.

Nina Sparg, Business Value Manager, Quintica, says that the company strives to empower its customers through IT Service Management (ITSM) expertise so that they can realise a world-class and best-practice, process-driven environment and mindset - an environment that delivers genuine efficiency gains with measurable results.

Sparg says that in today's highly complex business environments, organisations are demanding seamless integration and support with and from IT. Business strategy therefore needs to be underpinned by dependable IT services and the entire organisational structure formalised through effective communication and supporting governance – all enabled by a relevant and consistent IT service.

"Add to this, demanding legislative and reporting requirements, growing concerns over customer satisfaction and retention, sky-rocketing costs of technology and associated services, and the looming pressure from outsourcing competition, and it's clear that organisations today require the guidance of leading international best-practice methodologies, standards and frameworks in order to survive."

The benefits of adopting ITIL best practices, according to Quintica

- Reduced costs throughout your IT service spectrum
- Improved IT services through the use of proven best practice processes and frameworks.
- Improved customer satisfaction through a more professional approach to service delivery.
- Standards and guidance that help you formalise, improve and protect your existing service structures.
- Improved productivity.
- Improved use of skills and experience, as well as the development of human resource skills and expertise.
- Improved delivery of third party services through the specification of ITIL or ISO 20000 as the standard for service delivery in services procurements.
- Alignment to ISO/IEC 20000 standard, accelerating the ISO certification process.



ITIL is a set of concepts and techniques for managing IT infrastructure, development, and operations. It describes a framework for organising and co-ordinating a set of IT-related processes and functions so as to improve the delivery, support and efficiency of providing a service to customers. What is unique about ITIL is its worldwide adoption due to its simplicity in representing and integrating IT service provision. It enhances an organisation's ability to provide a higher quality, more manageable, consistent and continuously improving IT service to its end-users and customers.

"Perhaps the most important benefit of adopting an ITIL framework is the promotion of a standard way of doing things, to facilitate better internal communication and better control over external customer and vendor relationships," Crous concludes.

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