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Service management is incorporated into supply chain management as the connection between the real sales and the customer. This means that the focus of the methodology to be adopted to provide faultless services is based on the results produced for the customers. The **traditional IT system** centric management revolved around the “IT department” which focused on automation of individual processes therefore creating a **fragmented framework with minimal integration of processes**. This led to the alienation of the services construed to be back-end thereby mitigating the application of best practices to evolve a single platform for providing end to end services. Providers of IT services can no longer afford to focus on technology and their internal organization; they now have to consider the quality of the services they provide and focus on the relationship with customers.

In general, good customer results are born of IT practices that ensure high system and end-to-end application availability and performance, as well as low total lifecycle cost of IT operations. These IT deliverables improve customer service and satisfaction, reduce business and security risks, cuts operational costs and enable compliance with multiple regulations. Service relationships exist throughout the enterprise – between IT and business units, human resources and sales, legal and marketing, facilities and operations, and even between internal and external service providers.

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They connect requesters of a service and providers of those services. In order to form a **cohesive synergy between IT and efficient service delivery**, the focus must shift from managing IT as stacks of individual components to delivery of end to end services defined by the goal of improving business operations and customer results.

Defining end to end services takes the subject into a realm of unexplored options; service processes that have not been previously captured in systems like HR, Legal, Facilities, Procurement, Sales and Services. The standardization of all such operational processes, consolidation of fragmented and redundant service systems and creation of a single system of record for all the processes will result in **transformation of IT thereby effectively changing enterprise IT by adding service value**.

Products today have a higher service component than in previous decades. In the management literature this is referred to as the **servitization of products**. Virtually every product today has a service component to it. The old dichotomy between product and service has been replaced by a service-product continuum. Many products are being transformed into services, or in other words, services are also products. These products are extremely customer oriented with a high reliability on customer relationship and customer feedback. **Effective deployment and utilization of IT resources in providing a well-defined system architecture and integration of all levels of services on offer will result in a robust business strategy thus integrating IT implementation at all levels of the enterprise and empowering it as a powerful and effective tool.**



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14241 East Firestone Blvd, Suite 400, La Mirada, CA 90638 / Phone (818) 835-3454 / www.alcortech.com

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