

SERVICE MANAGEMENT OFFICE

ALIGNING SERVICE REQUIREMENTS TO BUSINESS NEEDS

Lexels ICT Service Management Office (SMO) is accountable for defining, maintaining and managing service management standards.

Our IT Service Management Office specialises in developing processes and procedures to improve your business operations. We'll help increase customer satisfaction, and improve service levels within your business.

Across four key pillars, Lexel's Service Management Office delivers the governance, strategy, vision, transparency and leadership that your business can rely on.

Service delivery. Lexel's Service Delivery Managers are customer advocates, facilitating service excellence for your organisation, within our business.

Business intelligence. Turn complex data into clear business insights. The Lexel Business Intelligence team can help your business identify trends and improve decision making.

Virtual CIO. Save time and expense involved in hiring a full time Chief Information Officer. Lexel's team of Virtual CIO's are available for a one-off project, or a specified number of hours per month.

Consulting. Drawing on globally recognised service management frameworks, our experienced analysts can provide:

- Governance and advice on best practice processes, procedures and delivery.
- Service and operations reporting.
- Solutions catalogue management.
- ITSM quality, standards & compliance management.
- Service risk capture, mitigation, acceptance.
- Service Governance.
- Dashboard reporting.



BUSINESS BENEFITS

Lexel's ICT Service Management Office can help provide a range of business benefits, including:

- Service requirements aligned to business needs.
- Improved governance and reduced risk.
- Improved efficiency and productivity through best practice processes, workflow and automation.
- Improved internal customer experience, and to the overall benefit that IT has on the business.
- Support the business through digital transformation and/or rapid business change.

Service Management Office Charter

To support the delivery of service excellence, Lexels Service Management Office objectives include:

Providing unsurpassed Service Delivery Management to Lexel customers.

Delivering best in class ITSM services to Lexel customers. Continual improvement and uplift of Lexels SMO service capability.

Governance, aligning IT service processes to business goals and objectives.

Managing continual improvement of service management tools.

Championing IT Service Management uptake through staff education and training.

We are able to provide our customers with a shared workspace for collaboration to allow free bidirectional communication, based on Microsoft Office 365.