

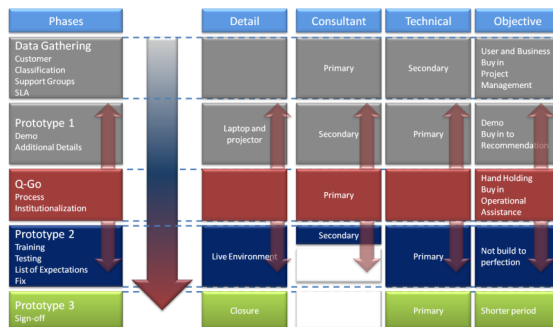


BMC Remedy IT Service Management Suite is the No. 1 choice for ITIL-aligned service management processes. It introduces structure and makes customer support, change, asset and request management an auditable integrated process.

Our Approach:

Quintica approaches every engagement with a comprehensive assessment of business and IT alignment, of process and skills maturity and of policies and process definition. This approach ensures project success, helping the enterprise grasp the business process change. Our team of consultants are all highly experienced and familiar with both the technology and process aspects to an ITSM implementation.

Quintica use a combination of traditional, waterfall techniques and incremental/iterative development depending on the culture of the client Organisation. Regardless of our approach, clearly defined gateways are adhered to, to ensure the optimal value is achieved from the initiative.



With Quintica's expertise in the fields of Project and Service Management and unparalleled knowledge of supporting and implementing the ITSM suite, you can rest assured that your ITSM Implementation will deliver the benefits intended from it.

Standards, Methodologies and Guidelines

Quintica adheres to and follows tried and tested international best practice standards, methodologies and guidelines which include the following:

- COBIT
- ISO/IEC20000
- ITILv3
- PRINCE2

Related Services

IT Service Management Consulting
ITIL Training
PRINCE2 Training

About Quintica

Quintica is a quality driven, consulting, education, technology and managed service provider. We assist companies to meet their business objectives by understanding and bridging the gap between their defined strategy and operations.

We ensure the correct people, processes

(operational & support) and technology are in place to support and deliver the key services your Organisation depends on; this is done using our proprietary methodology, the Q-Journey.

The Q-Journey is based on international standards and frameworks and is delivered through a collaborative approach to ensure the highest level of quality is maintained.

The Q-Journey focuses on helping Organisations manage their COSTS, CASH and CUSTOMERS to ensure long term business sustainability and covers the full spectrum from consulting and training to implementation and cloud computing services.

Quintica was founded in 2001 with a remit to create a classic Service Management company. In 2009, Quintica and the Eaton Group, a telecommunications infrastructure provider, saw an opportunity to extend an existing and very successful joint venture and the two companies merged.

Quintica has developed its business based on four core services; Information Technology, Business Management, Human Resources and Customer Relationship Management, each of which shares an objective to achieve and maintain global standards. Through these services we enable our clients to enhance their business, manage cash-flow, reduce their costs and attract new customers, resulting in businesses which stand head and shoulders above the competition.

To deliver our promise, we access the widest array of specialist expertise. Our approach is a collaborative and consultative one, with no pre-subscribed solution, but rather a bespoke creation deployed to suit your specific requirements based around our methodology.

Benefits

- Reduced mean time to repair
- Reduction in the number of failed changes
- Better management of software and assets
- Improved Service Desk efficiency
- Shorter restoration times
- Improved Service Availability

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