

LMG Enhanced Service Delivery Platform

The Enhanced Service Delivery Platform (ESDP) improves how you access, view, report and manage information about your cabling infrastructure and IT assets, and it provides near real-time visibility into service delivery performance. To achieve this, LMG has developed an innovative and unique service delivery platform that combines people, processes, systems and tools to increase service performance and maximise effectiveness.

CONTROL, VISIBILITY, AND KNOWLEDGE

In today's cost conscious environment where you are asked to do more with less time, resources and budget, consistent real-time visibility into the performance of contracted services to ensure they are performing at the highest level of efficiency, accuracy, and reliability becomes increasingly important. Companies of all sizes and across all markets share these similar requirements:

- Consistent, traceable, and transparent service delivery
- The ability to manage and monitor the entire project – from procurement to reporting
- Service project status visibility, including real-time data about milestones and potential issues
- Customisable systems and tools to track and measure service contract terms
- Proven services backed by an established provider you can trust

INCREASED PERFORMANCE AND EFFECTIVENESSE

Many service providers offer cabling, infrastructure, IT and technology services. But, what truly makes one provider better than another? Engineered specifically to complement our Cabling Infrastructure Managed Services, LMG has developed an Enhanced Service Delivery Platform, a portfolio of systems, tools and processes that enhance all of our services. The ESDP does this by increasing performance whilst improving the accuracy, reliability, cost and timeliness of LMG services.

WEB-BASED TOOLS FACILITATE VISIBILITY AND CONTROL

All ESDP systems and tools are web-based applications, hosted 100% by LMG. The tools employ authentication and SSL security to ensure that access to your data is restricted to a list of pre-authorised users. Each system and tool is also fully customisable to meet your internal data requirements. All ESDP systems and tools provide:

- Status updates (red, amber, green) as reflected in contracted SLAs
- Real-time notifications via the 2iDashboard, customer emails, or KPI alerts
- Anytime/anywhere real-time access to projects, including PDA support
- Status reports, updates and monthly trends
- Authorisation management capabilities
- Integration with existing customer management tools

LMG CABLING INFRASTRUCTURE MANAGED SERVICES



2iDashboard



2iMAC



Changing the way companies build, operate, and manage IT infrastructure



LMG SYSTEMS AND TOOLS

Our Enhanced Service Delivery Platform is comprised of tools that can be directly accessed to obtain near real-time information about LMG services. These tools provide information about your physical IT infrastructure and IT Assets and allow you to monitor overall service performance.

- **2iDashboard** – a customer portal that provides complete, near real-time information, delivering accurate visibility into the status of all of the services delivered by LMG
- **2iProjects** – a project monitoring system that provides capabilities to manage change control and resource assignment while providing real-time notifications and in-depth project reporting; a snapshot of status updates and reports from 2iProjects can be visible via 2iDashboard
- **2iMAC** – an innovative communication and reporting tool that automates and manages the end-to-end MAC (Move, Add, Change) process providing consistent procedures for capturing and managing information to ensure that people and/or IT assets are moved quickly and accurately. A snapshot of status updates and reports from 2iMAC can be visible via 2iDashboard
- **2iProcure** – an advanced procurement tool that streamlines the costing, purchasing and invoicing process for products and services whilst providing controls to ensure consistency and visibility to the entire procurement process; 2iProcure can be branded by any service provider for their end-user customers

The ESDP also includes critical enabling technologies that optimise and strengthen our overall service offerings by enhancing process efficiency and providing service intelligence. The ESDP tools and systems that complement our service offerings include:

- **2iSIS** – an engine that manages and collates all service delivery activities from fault tickets to move activities. 2iSIS is the primary system that enables LMG to deliver on SLA performance and deliver superior service to increase efficiency and minimise cost
- **2iLogix** – a standards-based, enabling technology that translates data from your existing data sources (IIM, Network Management, System Management, Asset Management, etc.) into a common language (XML) that can be used by the ESDP

UNDERLYING PHILOSOPHY OF SERVICE DELIVERY

Our unique approach provides not only the services you expect from a cabling infrastructure service provider but a powerful portfolio of systems, tools, and processes to delivery real value to your business and operations teams. The ESDP is one of the driving philosophies behind LMG's service strategy and offers significant differentiators:

- Focuses on the entire project lifecycle, not just the task at hand, to proactively develop solutions for your business and operational challenges
- Relies on the creation and maintenance of a trusted sources of data to transform information into business intelligence
- Applies practical use of ITIL and Six Sigma to enhance our service delivery
- Streamlines and automates processes to deliver the highest level of service performance and operational efficiency

ABOUT LMG

LMG provides Cabling Infrastructure Managed Services to enterprise companies throughout the UK and EMEA (via our subsidiaries). Headquartered inside the M25 at Thurrock, LMG has additional offices in London, Manchester, and Cardiff. LMG was established in 1986 and provides some of the leading companies in the UK with Cabling Infrastructure Managed Services that optimise infrastructure change. LMG serves multiple industries, among them Financial Services, Technology, Telecommunications and Media.



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