

# Your trusted advisor in SERVICE MANAGEMENT

Aeritae believes that service management provides a foundation and connection throughout an organization, allowing it to adapt and address rapidly changing business needs. Aeritae balances the experience of senior service management consultants and industry best practices to bring proven proprietary methodologies to supplement your organization.

**We help you define, build and implement processes that are:**  
Maintainable      Sustainable      Repeatable



## Aeritae's Value Equation

Knowledge + Experience \* Vision = Operational Process Efficiency

At Aeritae, our consultants offer an unbiased, independent view of the viability of your IT Services, identifying gaps and offering advisement for any combination of your Service Management processes or even your overall program.

We measure current IT Service maturity and quality against best practices, real life experiences and/or regulatory requirements. Through this process, we discover vulnerabilities, identify process/tool enhancement opportunities, uncover organizational issues and look for integration gaps across business units to enhance operational efficiencies.

We help you improve the delivery of your IT services in order to provide a better customer experience at a more effective cost. We can help you know where you want to be, and help you get there with experience, knowledge and thought leadership.

Aeritae's Service Management catalog can assist you by bringing a full-featured methodology to assist you with solving your service delivery challenges, using the latest ITIL framework:

- **Service Design**  
Including Availability Management, IT Service Continuity, Service Catalog, Service Level Management, and Supplier Management Services
- **Service Operations**  
Including Event Management, Incident Management, Problem Management, Request Fulfillment, and Service Desk Strategies and Services
- **Service Strategy**  
Including Financial Management, Organizational Change Management, Service Portfolio Management, and Demand Management
- **Service Transition**  
Including Asset and Configuration Management (CMDB), Change Management, Release Management and Service Knowledge Management Systems Services
- **Program Services**  
Program Management, Business Service Management, and ITSM Tools (all services)

*Aeritae consultants provide an unmatched knowledge of best practices, process design, evaluation, tool integration, program management, improvement, and consolidation engagements going ABOVE and Beyond to serve your IT Service Management program needs. We pride ourselves on being local and being successful in the Twin Cities for over 10 years. We have a vested interest in making our community's businesses successful with their IT needs.*

Aeritae Consultants are skilled in all of the latest tools of the trade, including **Service-now, HP Service Manager, BMC/Remedy**, etc.