

TRM Service PoP™ featuring Hosted IBM ITSM Solutions

TRM SERVICE POP BRINGS IBM SOFTWARE COMBINED WITH OUR CONFIGURATION AND INTEROPERABILITY RULESMANAGER SOFTWARE TO CLOUD COMPUTING.

IBM Service Desk SaaS Software as a Service – from TRM

Do you want to provide world class help desk capabilities to your organization but leave the hassle and cost of deployment, integration, and ongoing management to someone else?

Check out our Hosted Service Desk SaaS solution featuring IBM Tivoli Service Request Manager® software.

Our help desk solution provides you with rapid, worry-free implementation; 24x7x365 access to your help desk application; all configured and integrated to meet your unique requirements.

Benefits of TRM's Hosted Help Desk Solution

- Access to the most powerful service desk solution – IBM Tivoli Service Request Manager (TSRM) - without making additional investments in hardware, software or people to support it
- Usage of TSRM software on a monthly subscription basis
- Faster time-to-value and go-live
- Lower cost of ownership - low monthly fee based on number of users and services required
- Configured solutions to meet your needs – using TRM's proprietary RulesManager software, unique configurations can be designed at the fraction of the cost and time – providing a highly configurable, simple-to-use and navigate, high performing service desk.
- Pay for the users and features you have now, use the flexible platform and plan to scale and grow

- Stay current with evolving technology and TSRM upgrades
- Integrate with other IBM or other third party IT Service Management solutions
 - IT Asset Management
 - Enterprise Asset Management
 - Change and Configuration Management
 - Discovery
 - Release Process Management
 - Event & Performance Monitoring
- Optimized performance, availability, and security

With TRM's Hosting Solutions you will receive:

- Requirements analysis
- Required hardware – application servers, report servers and database servers – in the cloud
- Installation of TSRM help desk software
- Application configuration
- Data migration
- System Administration Support – from Levels 1-3, depending on your needs
- Review, Test, Upgrade:
 - Operating System patches
 - Database patches
 - Maximo patches
- Upgrades within current release
- Upgrade to new releases
- Security administration
- Monitoring for performance and availability
- Flexible Service Level Agreements

Why TRM?

Experience and Expertise Make All the Difference

TRM has been implementing Maximo-related solutions such as TSRM for small, medium and large clients across all asset-intensive industries since 1994. We have the expertise to deploy and implement TSRM for a wide variety of needs and in a wide variety of environments. TRM has over 400 hundred staff-years of cumulative experience and TRM consultants are Maximo/TSRM certified, IBM certified, ITIL certified and/or PMP certified, in addition to being well-versed in asset management and industry best-practices.

We're the one of the most accredited IBM Business Partners in the world, with over 50 deployment certifications. We have hundreds of installations and configurations; interfaces and integrations; customizations and custom application developments, database management and performance optimizations under our belt.

TRM has provided system and sustainment services for dozens of clients and now offers the entire solution via Software as a Service, and we follow the ITIL industry standard framework for managing services.

Trusted and Reliable Environment

TRM employs Cloud Infrastructure Hosting providers with extensive expertise and experience running complex, on-demand cloud, dedicated and mixed server infrastructures.

Our SaaS offering is physically hosted in a secure, high availability, high performance, commercial grade Infrastructure-as-a-Service (IaaS) Cloud Computing service provider with SAS70 Type II certification.

Additional Services Available from TRM

As expert consultants, TRM offers a variety of services that can be included with your TSRM Hosted Solution. These additional services include:

- Upfront Business Process Reviews – make sure that the technology you are employing lines up with the best industry business practices to drive the highest return on investment
- Custom Report Writing Services
- End-User Training - TRM is an Authorized IBM Training Provider (AITP) for TSRM

About TRM

Total Resource Management (TRM) is focused on improving the asset and operational performance of organizations through the effective use of information technologies. TRM is an IBM Premier Business Partner with over fifteen years; experience delivering asset and service management solutions based upon IBM Maximo. TRM supports clients across a wide range of industries, including government, defense, cities, facilities, energy, utilities, transportation and life sciences. TRM is based in Alexandria, Virginia and has business centers across the U.S. For more information, visit www.trmnet.com or call 703-548-4285.