



Consulting services: ISO / IEC 20000-1

A service management system complying with ISO/IEC 20000-1 is recognized internationally as an indicator of consistent and competent services. ISO/IEC 2000-1 specifies requirements for an organization to establish, implement, maintain and continually improve a service management system.

Our consultants design, build and implement a custom information technology service management system (ITSMS) that fits and benefits your organization, rather than just creating more documentation and work. Results typically include improving the quality of the IT services delivered, and reducing the long-term cost of service provision.



Why ISO / IEC 20000-1

ISO/IEC 20000-1 Information Technology Service Management System (ITSMS) is the leading international standard for IT service management. It comprises two parts: ISO/IEC 20000-1, which outlines requirements for setting up an IT service management system, and ISO/IEC 20000-2, which describes best practices.

Although the IT Infrastructure Library (ITIL) describes best practices that can achieve the same level of service quality required by ISO/IEC 20000-1 Information Technology Service Management System (ITSMS).

ISO/IEC 20000-1 Information Technology Service Management System (ITSMS) can be applied to any company size or industry, and is based on various service management processes, including service delivery, control, resolution and relationship management, and helps to align both internal and external IT services, with the needs of your businesses and customers.



Our Implementation Methodology

- + Defining the context of the organization.
- + Understanding the business, its drivers, needs and expectations of the interested parties.
- + Determining the scope of IT service management and the SMS.
- + Establishing the SMS.
- + Establishing management commitment throughout the organization.
- + Planning for the SMS, including defining service management objectives and how to achieve them.
- + Defining supporting metrics and KPIs.
- + Implementing supporting service management procedures, interfacing with other standards as appropriate.
- + Continuous improvement of the SMS.
- + Assistance in gaining an ISO 20000 Certificate of Registration.



Benefits:

- + Improved efficiency, reliability, and consistency of services in all areas, impacting costs and service.
- + Increased likelihood of being chosen over your competitors that are not certified to ISO 20000-1.
- + Ability to manage suppliers more effectively.
- + Reduction in the frequency of supplier audits.
- + More responsive services.



Few of our clients:

Kirloaskr Oil Engines limited, Kloudworks Consulting services, Tecnip India Limited, (Chennai/ Mumbai/ Noida), Kyros Softech Limited, Indmax Private Limited, GSS America Limited, Prithvi Information Solutions, Necholas Perimal India Limited, Nueland Laboratories, Satventures, Answer Think India Limited, Infoshare Systems, Pyramid Softsol, Ram info, C-tel 50 + esteemed clients to add.



Testimonials



"LexNimble Consultants are very professional, knowledgeable I've ever worked with. LexNimble Consultants was critical in helping our company go through the difficulties in becoming ISO 20000 certified, they knew exactly how to get us certified. I would highly recommend LexNimble for any company seeking consulting services to implement or improve its IT Service management."

- Anil.K, Kyros Soft Tech Ltd.