RevelationData

Innovation . Communication . Integration

Why be average when you can be exceptional?

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About Revelation Data

Organisations are faced with many challenges today! Their task to support a sophisticated business community with great customer support is a balancing act. This balancing act is about providing adequate support for all new technologies to end users, delivering services to delight end users and all of that in a reliable and cost effective way. The challenges don't end there.

Revelation Data is a team of highly skilled consultants that are passionate about helping your organisation align its IT processes with industry leading standards like ITIL (IT Infrastructure Library).

Why Revelation Data?

We've been building and implementing systems that comply to the highest standard for over 20 years. We have years of understanding business processes and how they relate to your IT infrastructure which gives us the leading edge when it come to designing processes and systems that will enhance your service delivery.

> *"Your IT systems and processes should be built around your business, not the other way round."*

Our Service Offering

At RevelationData we are all about helping your business to improve its customer service. This may take the shape of internal employees or external services you are offering like a service desk or change management process. Our ability is to discern your business needs and implement the right solution that will not only enhance your customer service but will deliver value. We achieve this using a combination of the following:

- ✓ IT Service Management Consulting
- ✓ SQL Reporting Services
- ✓ Asset Tracking Solutions
- ✓ IT Project Management
- ✓ ITIL aligned Service Desk implementations
- ✓ Communication and Integration of Voice into your Service Desk
- ✓ ITIL Compliance and Governance
- ✓ Service Delivery Systems

Our Consulting Methodology

We have seen over years that the most successful implementations are ones that have been planned and processes have been defined clearly. When embarking on a new project among other things we can offer you wisdom in the following areas.

GOVERNANCE

With the first point of call being Governance, normally the first intervention with a customer is identifying and "unpacking" the relevant governance framework. This sets the base for any work to come. Depending on the intervention needed, the RevelationData service will branch into any of the other service silos. Revelation Data is skilled in all of the major best practices frameworks to the likes of the IT Infrastructure Library (ITIL) or Microsoft Operations Framework (MOF), and can apply a combination of both, providing a tailored fit to our customer's needs.

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AWARENESS

Successful ITSM, and more so ITIL implementations, require interaction through the entire organization. Awareness throughout the organization is critical. RevelationData sees awareness as such a crucial part that it's viewed as a separate compartment in the overall ITSM approach.

> *"We believe in a holistic approach to IT Service Management in the organisation."*

ASSESSMENT

In conjunction with a key partner we have developed a set of assessment tools, assisting organizations in knowing where they are, measured against where they want to be. The key deliverable is a plan for action – realistic and with reason.

SERVICE IMPROVEMENT PROJECTS

The current situation viewed against the end goal provides guidance on where to focus first. From this point of view, RevelationData assist the organization to identify various Service Improvement Projects, focused on providing the most value through a set of "small wins".

MEASURE AND CHECK

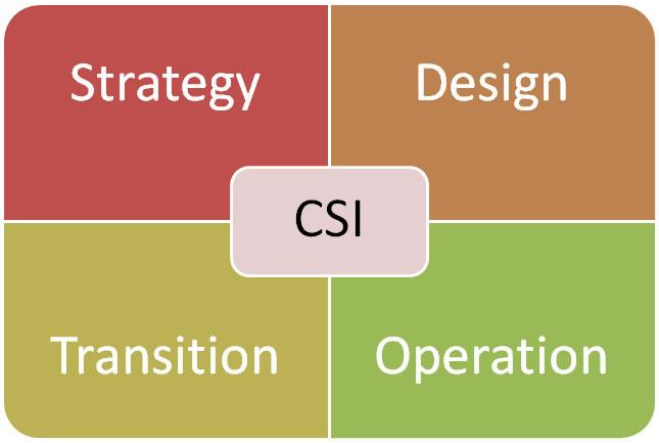
Ensuring longevity of the project, RevelationData assist customers in the on-going phase of the project. Continuous measure and check is needed to ensure everything remains on course.

CAPABILITY DEVELOPMENT

Integral to all IT Service Management is capability development. For any organizations being in any stage of their ITSM initiatives, capability development is a key requirement. RevelationData, through the ITSM Academy and partner network, delivers all capability requirements needed.

Partners

At Revelation Data we believe that partnering is key to any successful relationship and so our philosophy is to only partner with the top organisations globally. This applies to our product vendors as well as business relationships.



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Clients

We have worked hard to build long standing relationships with our clients across the board. Here are just a few that have seen their service delivery take to the next level through our partnership.

Contact US

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