

Biomni upgrades Service Catalog solution for Symantec Endpoint Management V7

Submitted by: Biomni

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Symantec partner Biomni have updated their Symantec integrated Service Catalog offering to support the latest version 7 Endpoint Management products. The suite of adaptors provides full bi-directional integration to Symantec Workflow, Asset Management Solution (AMS), CMDB Solution and ServiceDesk. This upgrade now means that all Symantec Endpoint Management customers, regardless of which installed version, can benefit from Biomni's advanced Self-Service solution.

Biomni is a leader in Service Catalog and Request Management Solutions and an accredited Symantec Developer Partner. As such Biomni have developed a Symantec integrated Service Catalog 'bolt on' to the Symantec Endpoint Management suite. Having identified a strong need for additional functionality for self-service within an Enterprise, Biomni's solution addresses four key business challenges:

- Reducing defective service delivery – failure to deliver on time through incomplete or incorrect requests from users perpetuates inefficiency. Biomni's forms-driven actionable Service Catalog ensures correctly formed requests enter the request fulfillment workflows, reducing variability and increasing reliability and accuracy of service delivery.
 - Managing user expectations – where customer expectations are poorly-defined and opaque, satisfaction with IT is diminished. The Biomni Service Catalog defines service entitlement and sets expectations of service delivery parameters, reducing ad-hoc queries to IT and improving customer satisfaction.
 - Reducing waiting times – unstructured requests remove the opportunity to standardize and automate processes, leading to costly delays. Correctly formed requests enable workflow automation and significantly reduce 'wait times' and service delivery costs.
 - Improving the alignment of IT to business demand – inaccurate resource and inventory planning is costly. The Biomni Service Catalog generates demand history and can be used to more accurately forecast resource and inventory investments.
- Quick and easy to configure, the Biomni Service Catalog solution provides users with an intuitive, visually appealing shopping experience for all available IT services. The solution also provides customers with an ITIL V3 approach to Service Portfolio and Catalogue management.

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About Biomni

Biomni is a leading provider of Service Catalog and Request Management solutions and an accredited Symantec™ Developer Partner. Biomni's partnership with Symantec offers a unique Service Catalog capability to the Symantec™ Endpoint Management solution suite.

Biomni provide both the front office view into IT for the business, as well as the fulfilment and measurement capabilities that leverage existing IT systems, people and processes. Biomni supports an IT function's growing necessity to evolve as a business service provider, and are strategically placed in the solution portfolios of leading global service providers and corporate enterprises.

For more information and to understand how Biomni can extend your Symantec investment, visit www.biomni.com/symantec