

Ardenta Achieves ISO 20000 Certification for IT Service Management

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Ardenta announces its success in obtaining the customer-focused international ISO/IEC 20000 standard for IT Service Management following rigorous testing and official verification by the British Standards Institute.

Sunbury-on-Thames, UK – Ardenta, specialist provider of IT infrastructure including Managed IT Services, Hosting & Cloud Solutions and Professional Services, has achieved certification with the ISO/IEC 20000 standard for IT Service Management. The customer-focused global standard recognises best practices for IT service management, promoting an integrated process approach which ensures customer requirements for managed services are met in the most cost effective and efficient manner.

The British Standards Institute (BSI) officially verified Ardenta in November 2013 as being ISO/IEC 20000 compliant for the company's provision of Managed IT Services, Managed Hosting, Cloud Solutions and Professional Services. On hearing confirmation of the achievement, Ardenta's Director and Founder, Scott Hanson said: "This is excellent news for our customers and prospects, because ISO 20000 IT Service Management certification gives them reassurance about our commitment to providing consistent and cost effective services, ensuring cohesive delivery and sustainability."

ISO/IEC 20000 certification also recognises a company's ability to identify and manage risk, resolve incidents effectively and have the processes in place to change and improve. "Ardenta meets these criteria so we are able guarantee the integrity of our IT services," said Hanson. "Gaining this much sought-after ISO certification demands hard work and rigorous discipline to consistently maintain best practice approaches. It is testament to our people's knowledge and skills that we have earned this accolade. Our customers can rest assured that we are constantly striving to improve and to meet and exceed what's required of us."

To gain ISO/IEC 20000 certification Ardenta has proven its ability to adhere to an integrated set of management processes for the effective delivery of high quality services to customers. The international standard is aligned with, and complementary to, the process approach defined within ITIL®, the most widely accepted approach to IT service management in the world. ITIL provides a cohesive set of best practice, drawn from the public and private sectors internationally.

As part of the certification process, Ardenta underwent a comprehensive audit of its service management system, including requirements for a management system; planning and implementing service management; planning and implementing new or changed services; service delivery process; relationship processes; resolution processes; control processes; and release processes.

"ISO 20000 certification not only sends out a clear message to the market about the excellence of our services. We also expect it to have on-going benefits for our customers, such as cost savings through improving efficiencies, as well as service improvement." Said Hanson.

"To have public acknowledgement of our excellence is vital to our business reputation, as well as our future growth and success. Some organisations understandably demand ISO 20000 registered providers, often

because those organisations have suffered from poor IT service management in the past,” added Hanson.

“So this is a real competitive advantage for Ardentia. Many of our competitors can’t lay claim to ISO 20000 certification, so we’re pleased that we can publicly state our ISO20000 compliance to underline the excellence of our IT service management capabilities. It means that any company looking for best practice IT services – from outsourcing to disaster recovery or any other managed service – knows that they can rely on Ardentia”, concluded Hanson.

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About Ardentia

Ardentia Limited is a UK-based specialist in delivering managed IT services, hosting and infrastructure for the enterprise. Ardentia designs, implements, maintains and supports - at optimal levels - mission critical systems for organisations who depend on high performance solutions. Ardentia supports mission critical systems which operate 24 hours a day, 365 days of the year. Head Office is based in Sunbury on Thames, Middlesex with an office in the US and two external data centres based in Heathrow and Slough. The organisation counts Betfred, Blue Square, Centrebet, Coral Interactive, ITV, Jenningsbet, Ladbrokes, PKR, Victor Chandler, William Hill and many others amongst its customers. Ardentia is an IBM Premier Business Partner, EMC² Premier Solutions and ASN Partner, Cisco Select Partner, Oracle Business Partner, RedHat, HP, Juniper, CheckPoint, F5 and Riverbed ReSeller. For further information please visit: <http://www.ardentia.com>

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