

WIN EVERGREEN PROCESS

Customer Presentation

SEPAGO IN A NUTSHELL



SYSTEM INTEGRATOR,
ISV AND CLOUD MANAGED
SERVICE PROVIDER



SINCE 2002

SUCCESSFUL ON THE MARKET
AT THREE LOCATIONS:
COLOGNE HAMBURG MUNICH



SPECIALISED IN

MICROSOFT CLOUD TECHNOLOGIES, MODERN WORKPLACE,
MOBILITY, APP VIRTUALISIERUNG & VDI, CITRIX WORKSPACE
APP, VIRTUAL MANAGED SERVICES AND IT-SECURITY



**HUNDREDS OF
SATISFIED
CUSTOMERS**



85 ENTHUSIASTIC EMPLOYEES

EXCELLENT ORGANIZATIONAL CULTURE
COMMUNITY AWARDS



**MILLIONS OF GOOD
IDEAS**

SEPAGO

WIN10

EVERGREEN PROCESS



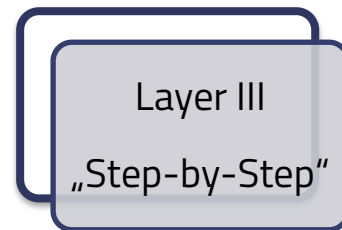
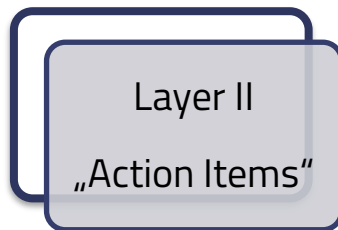
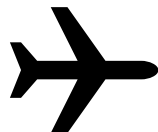
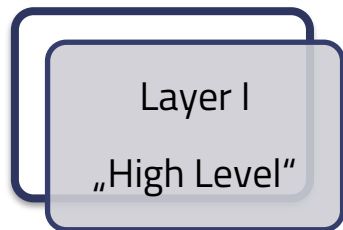
*sepago establishes the **Windows upgrading** process in a **procedurally structured** manner based on **blueprints and templates** to establish **efficient and effective** upgrading workloads.*

OUR APPROACH FOR YOU

This module includes a series of workshops and remote work units to create or adapt the Windows upgrading process. It consists out of the element's creation, documentation, and implementation of the following process layers:

- I. Process assessment & scoping (Workshop)
- II. Process layer 1 High-level (Visio Swimlane)
- III. Process layer 2 Action item (Excel Actions Items with RACI allocation)
- IV. Process layer 3 Operation manual/playbook documentation (PDF as knowledge base)
- V. Process onboarding
- VI. Optional: ITSM implementation & process monitoring (custom)

PROCESS STRUCTURE



	Layer I	Layer II	Layer III
<u>Purpose:</u>	High level process & workstream overview	Action Item Lists for each workstream with RACI	step-by-step documentation
<u>Informs about:</u>	Process phases, process starts & frequencies, dependencies, main responsible stakeholder	Who needs to do which Action Items in which order to fulfill the workstreams	All needed details how to fulfill the Action Items
<u>Assembled in:</u>	Visio(s)	Excel	Word

„BEGIN WITH THE END IN MIND“

- One source of documentation (operational manual/process)
- The process documentation is transferred to your ITSM (e.g. Service Now) for:
 - ✓ Visualizing the process
 - ✓ Organizing the workflows
 - ✓ Documenting the workflows
 - ✓ KPI-Source for measurement/monitoring

Incident INC0010004

Follow Update Resolve Delete

New ✓ Opened Waiting for information Closed

Number INC0010004

Caller Asset Manager

Category Inquiry / Help

Subcategory -- None --

Business service

Configuration item

Contact type -- None --

State In Progress

Impact 3 - Low

Urgency 3 - Low

Priority 5 - Planning

Assignment group

Assigned to

Short description jj

Description

servicenow™

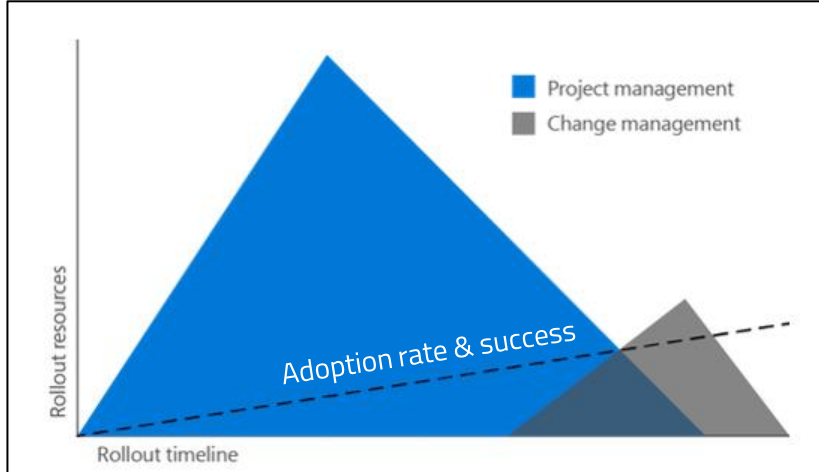
or other ITSM

CHANGE IS NOT A BAD THING!

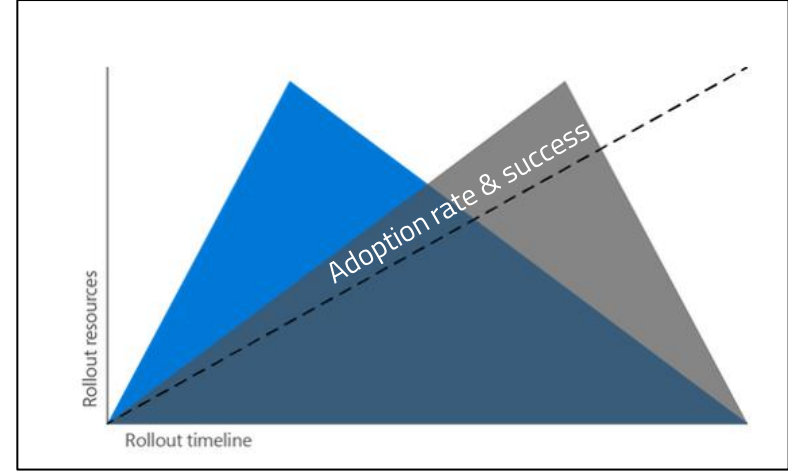


- We offer extensive change and adoption management from the beginning
- From a wide range of proven techniques we will find the technique best for the customer
- As we combine adoption and change management with joint process creation, new solutions bring the best value for you!

Traditional approach



Ideal approach



**„The timing and extent of organizational focused actions
increases the success of the software implementation.“**

Source: sepage GmbH

BENEFITS HOLISTIC APPROACH



Overview &
foresight operations



Structured designed
workflows



Build internal
operation
knowledge



Meet regulatory
requirements



Clear interfaces with
external partners



Constant
development with
automation



*„Matching organization & tool
knowledge for successful operations“*



THANK YOU FOR YOUR ATTENTION!

Let us hear from you!

