

DATASHEET ISM Certified for Wendia



Mexon Technology believes that each company has its own unique business processes and business model. That also means that each company sets its own specific demands on services and ICT.

Mexon Technology's vision is that the services for the business and supporting IT systems must be fit for purpose and fit for future. Speed in delivery, seamless integration, flexibility and the proper use of your (IT) Service Management solution can deliver significant competitive advantage.

The mission of Mexon Technology is to assist organizations in achieving "Excellence in Service Management".

Mexon Technology has, together with Servitect, certified Wendia's Service Management solution for usage with the ISM-method.

Mexon Technology has been delivering and implementing IT Service Management software for its customers since the '90's of the last century. Until the year 2000 this happened mostly based on bespoke-implementations.

In the first few years of this millennium this happened with more standard and less bespoke implementations. Currently this only happens based on a standard product which is configured and then implemented.

Why would a standard product not be configured and implemented in a standard way?

Why would an organization (re)develop procedures and process descriptions from scratch just like a bespoke software implementation?

There is no really good reason to do that and that's why the Service Management solution from Wendia has been integrated and tuned for the ISM-method.

If you choose for ISM it is very obvious you must also choose for an IT Service Management solution which is configured and aimed at that. Mexon Technology has developed a pre-configured solution of Wendia's IT Service Management solution which can carry the 'ISM Certified' certificate.



The ISM-method (ISM, Integrated Service Management, is developed by Servitect in the Netherlands <http://www.ismportal.nl/en/>) and is the result of years of practical and theoretical development. By constantly analyzing the business's needs Servitect has succeeded in developing a method which leads to a quick, efficient and structural improvement of IT Service provisioning.

These experiences and concepts are the robust foundation for the delivery of IT Services, on which the useful, practical and theoretic innovations are based. By doing so one coherent structure is created which is in practice in smaller and larger organizations.

The ISM-method does not only consist of the ISM-framework, in which People, Process and Product are related to each other, but also an implementation method and many forms of support.

The implementation method targets the implementation of the framework and guidance of an organization during application of the framework and the cultural changes which this requires.



Integration Wendia's Service Management solution and ISM

The integration of Wendia and ISM is realized in the following manner:

- All Wendia base tables (referential data like the priority-matrix and change categories) are loaded during installation with ISM-specific parameters. With this you prevent having to think about this, discuss it and avoid consultancy-costs and delays.
- Within Wendia there are links to the relevant ISM-publications (generic and/or organization-specific) by which you can view directly from within Wendia how a particular process should go, or what a particular impact or urgency pertains to and which categories of changes or incidents exist. These links are loaded at implementation with the links to your publications.
- To bring Wendia in line with ISM we use for example the process name Quality Management in Wendia and do not use the ITIL Problem Management terminology.



With over 20 years of experience Wendia offers its proven and certified ITSM solutions for large and medium service and IT organizations in Europe and the US.

Also thanks to the ITIL philosophy, Wendia has its ITSM software suite Point of Business (POB) which was developed to enable the most flexible and integrated manner Service Management in your organization.

With her Pink Verify certification for as many as 15 processes, the highest possible quality, POB is the flagship product of Mexon Technology.

Mexon Technology is the exclusive distributor for Wendia in the Benelux and France.





Servitect is an innovative company specializing in IT service management and optimization services. Servitect does this by developing and managing the ISM method, a standardized approach for organizational improvement in information.

Servitect is the new name per 2013 of BHVB (Bureau Hoving & Van Bon) created in 1998.

The popular ISM method was developed by Servitect as a standard for companies and departments that focus on delivering IT services. The rapidly emerging FSM method was developed as a standard for organizations that focus on business information management. ISM and FSM are completely analogous and therefore the ideal combination for designing and improving integrated information services.

Servitect works closely with dozens of partners in the ISM group. All of these partners offer their own products and services, aligned to the ISM and FSM method. This way, they contribute to effective and efficient organizations in the information services.

For more information about the ISM method, the FSM method, and the network of ISM partners, products, and services, please refer to the ISM portal. - See more at: <http://www.ismportal.nl/en>

Purpose of ISM

The purpose of ISM (and this was continually kept in mind when developing the method) is to offer a complete and easily applicable management instrument. The key characteristics of ISM are:

- Focus on service delivery.
- Applicability and simplicity.
- Structure based on architecture.
- Integration of people, process and product.
- Instantly usable by any organization.
- Standard installation: quick installation followed by cultural change.
- Maximum standardization with interfaces to organization-specific characteristics.



What are the ISM benefits for you?

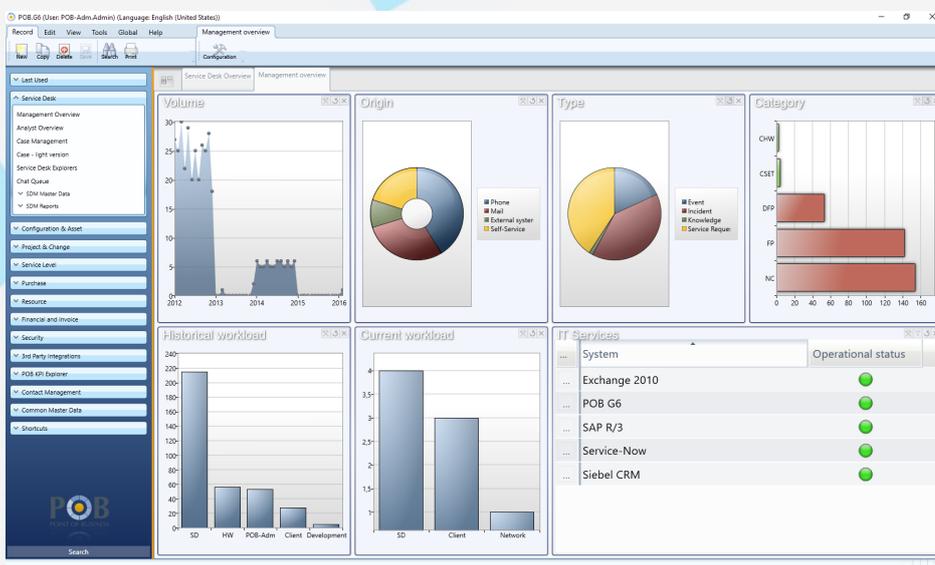
- A quick improvement of your service provision and customer satisfaction, since ISM makes organizations more effective and efficient.
- A reduction of costs of over 50% on traditional implementation costs.
- A flexible phasing in the improvement of your IT management, according to your own priorities.
- A significant reduction of the complexity that normally goes with ITIL or ASL.
- More support among staff, since ISM is simple to understand and to use.
- A good connection between ISM and the existing knowledge and definitions for your managers, since the ISM processes correspond to the descriptions used in ITIL, MOF, and ASL.
- A significant reduction of costs in organizing your Service Management tool. ISM uses the standardized environment of well-known tools, which lead to a fast integration of the processes and your organization.
- A significant reduction on the description of your processes and organizing your publication tool. ISM uses standardized process models that are plug and play in most publication tools.
- An effective preparation for an ISO 20000 certification or a COBIT audit.
- A huge network of ISM users who exchange knowledge and experiences through the ISM Portal.
- A scalable solution that grows when you do: ISM is used by small and larger companies.



Advantages of an implementation of Wendia's Service Management solution together with the ISM-method by Mexon Technology.

The most important advantages of the combination of ISM-method, Mexon Technology and Wendia are:

- Standard configuration of Wendia according to or with the ISM-method as a starting point.
- No unnecessary loss of time caused by the development of processes, but also no unnecessary loss of time for configuring a Service Management solution.
- Both Wendia and the ISM-method evolve and improve themselves and stay connected. Both are maintained for you!
- Mexon Technology, Wendia and the ISM-method have proven their strengths in practice.
- The guarantee of an experienced and knowledgeable team of Wendia - and ISM-specialists.



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Mexon Technology
is member of the Axis Group

Integrated Service Management

ISM GEEFT GRIP OP IT-BEHEER

Mijn groepen

Home | **Wat is ISM** | Hoe werkt ISM | FSM | Referenties | Opleidingen | ISM-groep | Downloads | Contact

Home | Quality management (QM)

Quality management (QM)

Het doel van het QM-proces is het in stand houden en optimaliseren van efficiënte en effectieve dienstverlening zoals die met de klant in een SLA is overeengekomen.

Dit proces organiseert het opsporen van risico's die het nakomen van gemaakte afspraken over de dienstverlening bedreigen. Deze risico's kunnen worden aangepakt door een wijziging te laten uitvoeren of door gemaakte afspraken te laten bijstellen.

Het proces beschrijft hoe zwakke plekken en inefficiënties proactief en planmatig worden opgespoord en afgehandeld. Dit geldt zowel voor zaken die van binnen de dienstverleningsorganisatie komen, als voor zaken die uit de klantomgeving of uit de omgeving van toeleveranciers komen. Ook geeft het proces aan hoe risico's in kaart worden gebracht en welke maatregelen kunnen worden getroffen.

Daarbij speelt steeds de vraag naar de business case een belangrijke rol: wat kost de maatregel en wat brengt deze op?

[in](#) [f](#) [t](#) [v](#)

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graph TD
    SL[SERVICE LEVEL Management] --> CH[CHANGE Management]
    CH --> INC[INCIDENT Management]
    CH --> CONF[CONFIGURATION Management]
    CH --> OP[OPERATIONS Management]
    CH --> QM[QUALITY Management]
    
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Nieuws

- 21-12-2015 ISM-methode sponsor Servicemanagementdag
- 18-12-2015 ISM en FSM release 3.6 is uit
- 01-12-2015 ISM goldsponsor van het Nationaal Management & IT Symposium
- 16-11-2015 Geslaagde ISM Infodag
- 20-10-2015 Ventus ISM-partner
- 04-09-2015 Bezoek de ISM Infodag

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