Kelverion Consulting Services

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Consultancy Service Overview

Kelverion offers support and guidance services to customers and partners on all aspects of Service Request Automation and IT Process Automation. Kelverion have implemented many large and complex automation solutions and have extensive experience in setting up and tuning automation Runbooks for optimum performance.

Our services are targeted at the automation technologies available on the Microsoft Azure Cloud; namely Azure Automation, Logic Apps, ARM templates and Power Automate.

Our services team can lead automation projects, or we can integrate into your automation team to provide specific support and guidance for a new project.

Kelverion have four key Services offerings; Planning and Implementation, IT Process Automation Assessment, Training and Call-off Solution Support.

Planning and Implementation

Kelverion provides a full range of Services capabilities from full lifecycle implementation services through to jump start services engagements.

Each engagement is built around our best practices for successful IT Process Automation installation and operation, your organisation will benefit from all the experience and learning employed directly to your project; providing a 'jump start' and firm foundation for your project.

Kelverion provides the full lifecycle of implementation services; from high level and low level design; software configuration; workflow development; testing and support.

We also provide a services engagement; where we deliver best practice architecture design and methodology, based on which your own team then build your process workflows.

IT Process Automation requires a different approach to enterprise tool deployment and focuses on the cross-silo processes and data mappings required. That said, for successful implementation experience of enterprise management tools, understanding of their capabilities and deployment is critical.

Our Services team have experience with a range of vendor solutions, including; BMC, HP, CA, Microsoft, ServiceNow, VMware and IBM.

IT Process Assessment

The IT Process Automation Assessment is a pragmatic approach to understanding both strategic and operational drivers for automation and delivering inputs required for both business case and project initiation.

The first problem encountered by an organisation considering taking advantage of IT Process Automation is where to start.

- What are the candidates for automation?
- What is the potential impact and benefit from these candidates?
- How do they support the organisation's strategic objectives and solve high priority issues?

One of the key start points today, with the move to dynamic computing models is a high profile process such as Virtual Lifecycle Management. For example: providing automated self-service infrastructure provisioning and decommissioning end to end. Even with such a process chosen it can be difficult to understand the potential value and return to your organisation.

The IT Process Automation Assessment is a pragmatic approach to understanding both strategic and operational drivers for automation, and delivering inputs required for both business case and project initiation.

The assessment process starts with a management review, this will identify strategic drivers and the areas of the IT organisation to focus the assessment on. Intensive on-site interviews then are scheduled to identify automation candidates and capture metrics for each candidate. Our experience is that with the correct sponsorship, focus and setup these interviews are very constructive and valuable.

Following the on-site interviews, the data collected is analysed and organised into ITIL aligned processes and review.

The deliverables are an excel sheet with all the process candidates and metrics collected, complete with sources, assumptions and a report on the findings.

An assessment is sized by scope of the organisation covered, number of locations and number of interviews scheduled. Kelverion has developed a standard focused Assessment which includes 2 consecutive days on site and takes 8-10 man days to complete. This is priced at the over 5 day rate in the pricing document.

Training

To help IT Professionals get the most out of Automation and the vast capabilities it promises, we provide training courses built from our extensive experience in automation and delivered with a 'best practices' mindset.

At Kelverion, we are mindful that a training course is only as good as the skills and experience of the trainer in using the tool in the real world. It is for this reason that all our training courses are delivered by our Professional Services staff, who can not only explain how the tool works, but also bring real world examples into our training courses.

We offer both on-site and web-based training courses so you can tailor this training to your own business needs.

The Kelverion Azure Automation training course provides an on-site 2 day training course on implementing Azure Automation and using the Kelverion Runbook Studio to build your own runbooks. This is an instructor led course with lab exercises.

The Kelverion Azure Automation Web-based Training Course comprises a series of instructor led web conference modules; focused on implementing Azure Automation and using the Kelverion Runbook Studio to build your own runbooks. These modules run as a complete series but can be scheduled to fit into your business day and practices.

Call-off Solution Support

For Customer's looking for a formal and regular remote support and guidance service for the automation runbooks deployed in your organisation, we offer our Call-off Support Service.
The Call-off Support service is a flexible offering where customers engage as required to cover Runbook support issues, implementation guidance or solution design and architecture.
Service provides 3 days call-off support per quarter (days not used in the quarter will expire at the end of the quarter)
The service is ordered and invoiced in advance and services are delivered remotely; by phone, email or web conference.