

Osiatis, one of the main French digital services companies, is recognised as a leader in infrastructure services: architecture consulting, engineering tools and Cloud transformation, production and work environment outsourcing, critical systems and networks maintenance. In the application services market, the Group also addresses the specialised segment of infrastructure-related solutions: portals, collaboration, roaming, BI, etc.

The Group employs a workforce of more than 4,600 and is established in France, Austria, the Benelux countries, Spain and Brazil.
www.osiatis.com

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OSIATIS LAUNCHES ITS SD GRID OFFERING – THE SERVICE DESK AS A VALUE AND PERFORMANCE DRIVER.

Vélizy, France, 10 July 2013

As a Service Desk offering, SD Grid specifically focuses on ensuring that users experience a high level of service quality to enable the IT department to contribute more visibly to the company's overall performance.

The SD Grid offering is based on an innovative delivery model, designed to increase the value in use of IT investments provided to users. SD Grid leverages a network of interconnected services centers located throughout France as well as nearshore. Customised support enables the creation and implementation of gradual transformation and service evolution plans.

SD Grid combines standardisation, flexibility and client proximity to offer within technical and business scopes:

- A centralised and unified steering of services
- A specific system to measure the value in use of IT tools
- The implementation of a business continuity plan
- 24/7 coverage
- Support in 10 languages

"SD Grid combines an original industrial model and a methodology validated in numerous business contexts, and thus helps to improve the perception of the IT department," says Philippe Borfiga, Osiatis' Executive Director of Infrastructure Management Services. "In choosing SD Grid, the IT department is committed to a drive for continuous improvement, and offers its users a favourable environment in which to improve their operational performance".