

Capacity Management Service and Capability Assessment

Deliverables from our Capacity Management service

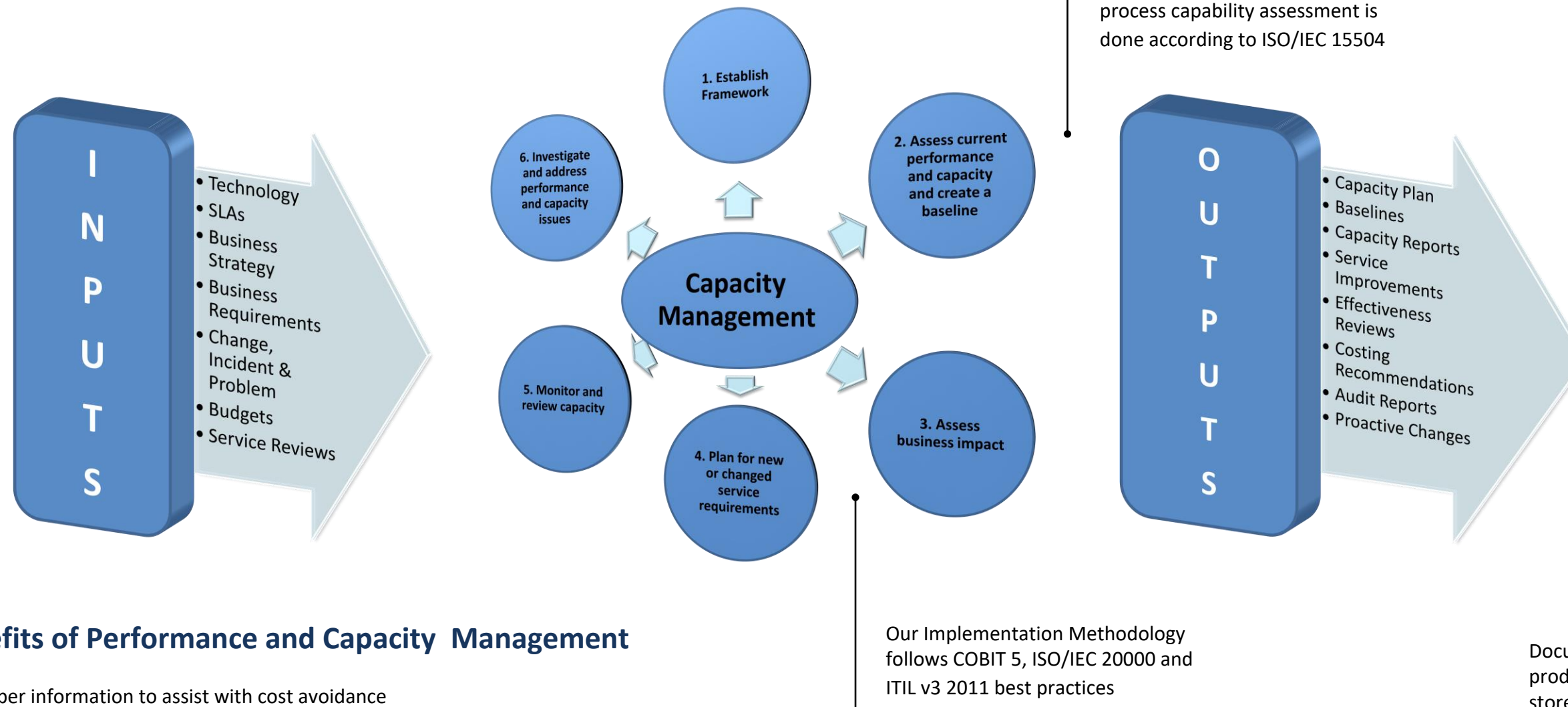
- MentPro will provide you with a capability assessment and roadmap to mature your Capacity Management process
- MentPro will assist you to implement a Performance and Capacity Management framework, including principles, policies and processes aligned to industry best practices
- MentPro will provide you with recommendations about how you can cost-effectively optimise your IT infrastructure
- MentPro will establish an auditable and well governed Performance and Capacity Management discipline
- Our Capacity Management Service is modular in nature and can be deployed in a controlled manner
- MentPro will provide you with performance analysis, reporting and historical trending information
- MentPro will assist you with cost avoidance strategies

Purpose of Capacity Management

The purpose of the capacity management process is to ensure that the capacity of IT services and the IT infrastructure meets the agreed capacity and performance-related requirements in a cost-effective and timely manner. Capacity management is concerned with meeting both the current and future capacity and performance needs of the business.

Capacity management is responsible for ensuring that IT resources are planned and scheduled to provide a consistent level of service that is matched to the current and future needs of the business, as agreed and documented within SLAs and OLAs. In conjunction with the business and its plans, capacity management provides a capacity plan that outlines the IT resources and funding needed to support the business plan, together with a cost justification of that expenditure.

Capacity management ensures that the capacity and performance of the IT services and systems match the evolving agreed demands of the business in the most cost-effective and timely manner.



Benefits of Performance and Capacity Management

- Proper information to assist with cost avoidance
- MentPro end-to-end service stretches across heterogeneous environments, enabling you to provide service guarantees with confidence
- We implement a solid foundation that helps reduce costs and improve efficiencies
- Optimization of the resource usage of your IT infrastructure
- Demand Planning mechanisms are put in place
- MentPro Performance and Capacity Management Service provides you with the insights to enable you to align to your strategy

We start a Performance and Capacity Management Service engagement by evaluating the process you currently have in place, we then develop a comprehensive plan and roadmap to improve the maturity of your Performance and Capacity Management process. This will reap benefits as you begin to develop a better understanding of how effectively you are using your IT infrastructure.

