

# Upgrade Legacy Remedy ITSM to ITSM 9 from £39,950

## Low Fixed Cost

- KTSL's accelerated upgrade process can upgrade your legacy Remedy ITSM system\* to the latest ITSM 9 for a guaranteed fixed price from £39,950
- Don't delay the decision for an ITSM upgrade because of the risks of unknown costs or the technical complexity of moving from an older version of Remedy ITSM

## High Quality

- Optimised and standardised architecture for low ongoing support costs
- Experienced ITSM 9 Upgrade consultants
- Minimal impact to the business with a reduced change freeze and short outage window

## Fast Results

- Upgrade directly to the latest version of ITSM in as little as 40 days with a guaranteed outcome
- Eliminate the multiple stages of upgrade from older legacy versions



## How do we do it?

Our streamlined upgrade process will create a new out-of-the-box ITSM 9 application environment and switch over your business seamlessly in a weekend.

With no swivel seating or double entry and with minimal inconvenience to the business, you can be using the latest ITSM application within forty days of starting the upgrade process.

KTSL are able to offer this extremely low price, rapid upgrade time and guaranteed outcome using a revolutionary new approach supported by the Alderstone CMT data migration tool. Alderstone CMT allows for a minimal change freeze, a short outage window and enables the project to react to change in your business.

Our upgrade experts and advanced tools will ensure your next Remedy ITSM upgrade is straightforward, on time and on budget.



## Deploy Architecture

Using pre-built, optimised and consistent Mid-tier and AR System Server Virtual Machine images guarantees quality and robustness of the architecture as well as ensuring huge reductions in effort and costs



## Migrate Using CMT

Alderstone CMT, our rapid data migration and upgrade tool, is used to safely migrate all of your foundation, live and historical transactional data into the new ITSM 9 in less than a day.



## Test & Sign Off

Perform UAT and training, and sign off the system as ready to use.



## Cutover & Go Live

Migrate all foundational, live, historical data over the cutover weekend using Alderstone CMT and switch traffic over to the new environment. Enhanced dedicated support is provided for a week after go-live.

## Bespoke Upgrades, Tailored to Your Business

Our most streamlined upgrade includes migration to out-of-the-box ITSM 9 hosted on a Windows virtual architecture and includes Email and LDAP authentication integrations. However, if that isn't a perfect fit for your business, we can tailor a bespoke upgrade to suit your exact business and technical requirements. Talk to us about your specific requirements to get a low fixed price guaranteed delivery for options such as...

- ▶ AR System Customisations
  - Migrate and convert existing ITSM enhancements or bespoke modules
  - Enhance ITSM 9 functionality
- ▶ Alternate Architectures
  - Oracle & UNIX environments
  - Non-VM Windows environments
- ▶ Reporting
  - BMC Analytics
- ▶ Integrations
  - Service Desk to Service Desk
  - Atrium Orchestrator
- ▶ Upgrade Programs
  - Multi-tenant, global or multi-site systems

### More Information

Please contact us at [support@ktsl.com](mailto:support@ktsl.com) to see what difference KTSL can make to your upgrade experience