



# CITRINE

**YOUR FULL IT SERVICES CONSULTING PARTNER**





We add **clarity** & **integrity** to **optimize** your technology, so you can focus on creating prosperity for your business

# WHY CITRINE?

## PARTNERED WITH 200+ VENDORS

Being vendor agnostic, we offer insights from an un-biased perspective



## IT WORKFLOWS AND ASSET MANAGEMENT

The demands between different departments creates silos throughout organizations. We can help you define a process/portal to eliminate backlogs and create efficiencies



## MAKE THE RIGHT IT CHOICES

Make better IT decisions by understanding the best of breed suppliers with the most cutting edge technology, and for the most competitive rates



## TRUSTED BEST-PRACTICE EXPERTS

Our extensive experience across the technology stack allows us to develop or meet you where you're at in your Digital Transformation journey to help drive more business forward leveraging the latest technologies

# PROOF OF VALUE ENGAGEMENT

## UNDERSTAND YOUR BUSINESS

- Current State
- Business Objectives
- Financial Goals



## COLLABORATE ON IDEAS

- Create a blue print for success



## REVIEW ANALYSIS

- Evaluate best of breed providers
- Assist with supplier options and selections



## ON-GOING ACCOUNT MANAGEMENT

- Compliment supplier relationship
- Monthly and quarterly reviews to ensure objectives are met



# ITSM END-TO-END OPTIMIZATION

## PROJECT TIMELINE

### SERVICE DESIGN

- Design coordination
- Service catalogue
- Risk management
- Service and severity matrix
- Availability
- IT service continuity
- Information security
- Compliance

### SERVICE TRANSITION

- Change management/evaluation
- Project management
- Service and asset and configuration management
- Release and deployment management
- Incident and request fulfillment management
- Problem management
- Technical management

### CONTINUAL SERVICE IMPROVEMENT

- IT service review
- Process evaluation



**The secret of getting ahead  
is getting started.**

- MARK TWAIN