



**Expertos en Gestión de
Servicios y Service Desk**

Hawa Experts

Compañía ecuatoriana especializada en la Gestión de Servicios...



Lo que hacemos por ti

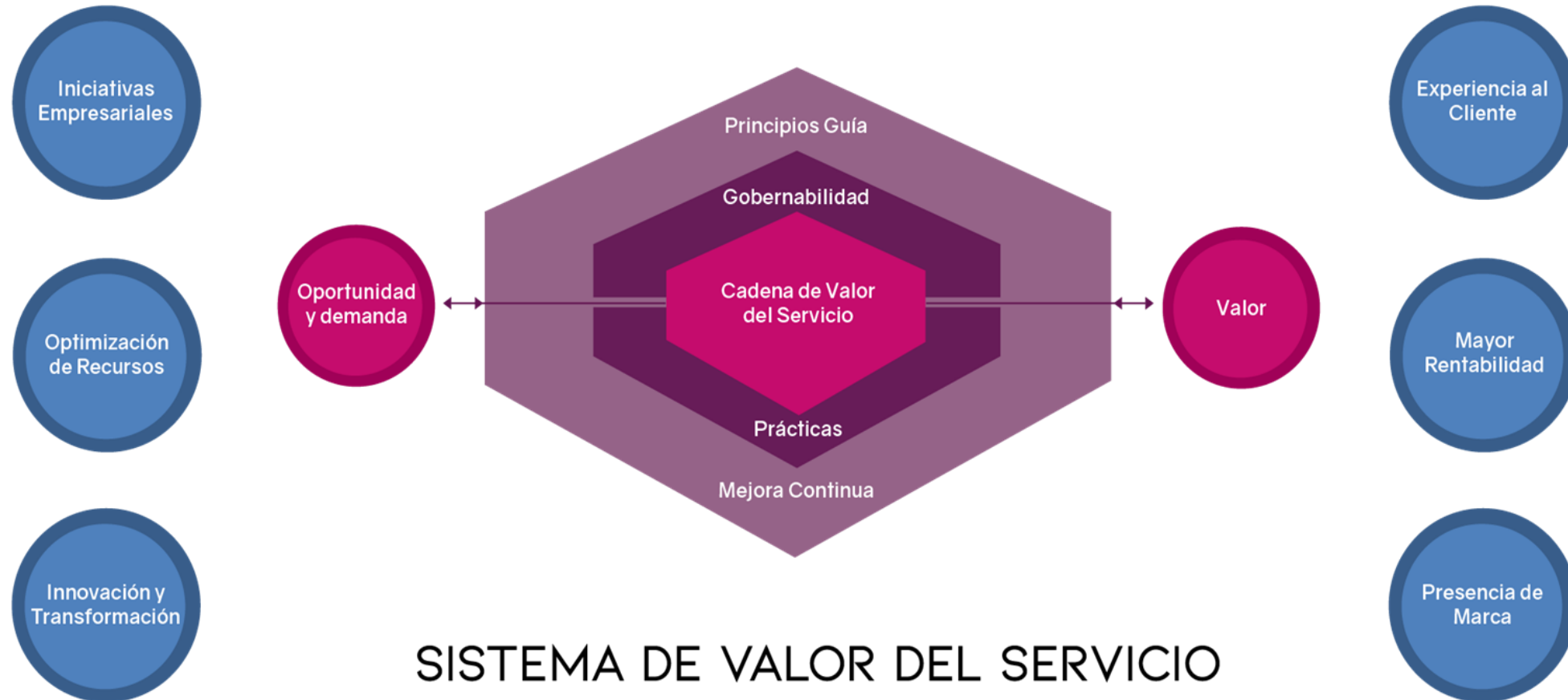




Consultoría

Consultoría Gestión de Servicios ITIL4

Hoy en día prácticamente todos los servicios están habilitados para TI, lo que significa que las organizaciones tienen un **gran beneficio al crear, expandir y mejorar** su capacidad de administración de servicios de TI



Consultoría Gestión de Servicios ITIL4





Gestión de Service Desk

Gestión de Service Desk

PROPUESTA DE VALOR



Service Desk Management



PRODUCTO

- WORLD CLASS TOOL
- AXELOS SW SCHEME, PINKVerify
- Gestión y Administración



ACCREDITED
TRAINING
ORGANIZATION

PROCESOS

- Estándares y Normas
- ITIL, ISO20k, SDC
- Gestión de Mesa de Servicios y procesos



PERSONAS

- Certificaciones Internacionales
- Experiencia y Cultura de Servicio
- Preparación y Desarrollo





Certificaciones

Certificación de Mesa de Servicios



En los negocios de hoy en día, la necesidad de demostrar la capacidad de proporcionar servicios que satisfagan las necesidades del cliente es evidente. El estándar SDI representa un consenso de la industria sobre las normas de calidad para los procesos de **Gestión de Service Desk** y un compromiso con la mejora continua del servicio.

Trascender la Mesa de Servicios como el orquestador de servicios a nivel empresarial

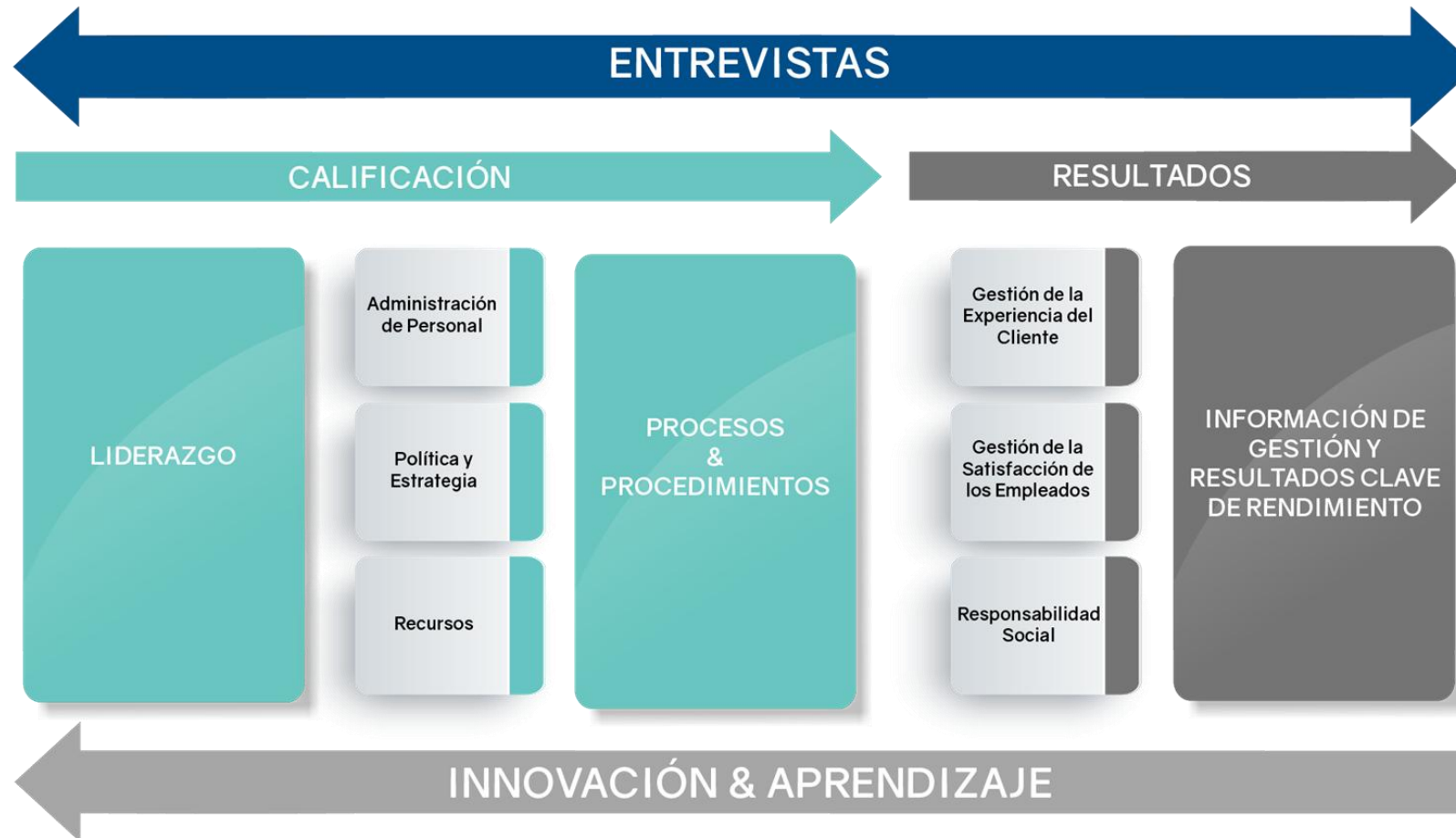
Generar un modelo integrado de experiencia al Cliente que guíe todas las iniciativas de la organización

Visualizar a nuestros clientes como una organización innovadora y alineada a los estándares internacionales

Obtener un benchmarking entre organizaciones similares en todo el mundo

Ser una referencia de Gestión Integral de Servicios en Ecuador y Latinoamérica

Certificación de Mesa de Servicios



Modelo de Certificación



Evaluación de la Mesa de Servicios.
Implementación de la Mesa de Servicios.
Gestión de la Mesa de Servicios.
Certificación Mesa de Servicios.



www.hawa.expert





Capacitación

Capacitación



Capacitándote con los expertos podrás potenciar tus conocimientos, actualizarte, optimizar las habilidades del recurso humano de tu organización y aprovechar al máximo la inversión en Tecnologías de la Información



ITIL® 4 – HOW IT ALL FITS TOGETHER

WE ARE IN A TIME OF UNPRECEDENTED
CHANGE AND NEW CHALLENGES...

Organizations are facing increasingly fast-paced and
complex IT and digital environments.

And now need to be more

AGILE

ADAPTABLE

DIGITALLY
FOCUSED

ITIL

INTRODUCING ITIL® 4

A FLEXIBLE END-TO-END IT AND DIGITAL
OPERATING MODEL FOR THE DELIVERY
AND OPERATION OF TECH-ENABLED
PRODUCTS AND SERVICES.

ITIL 4 FOUNDATION

The building blocks of ITIL 4 and step #1 of your ITIL 4 journey

For anyone working in IT or digital streams...

Take this module to learn about these key concepts – the core of ITIL 4:

- 4 dimensions of service management
- 5 components of the service value system
- 5 activities in the service value chain
- 7 guiding principles
- And introduction to: all 34 ITIL management practice guides.

Gain the skills and knowledge to:

- Address digital service challenges
- Improve cross-team agility
- Understand how value streams increase speed and efficiency
- Integrate key concepts from Lean IT, Agile, and DevOps
- Use the common language of IT-enabled service delivery.



ITIL 4 SPECIALIST
CREATE, DELIVER AND SUPPORT (CDS)

The 'engine room' of the IT and digital function

For IT practitioners and leaders who manage the operation of IT-enabled
and digital products and services...

Take this module to learn about these key concepts of CDS:

- 2 model value streams to create, deliver and support products / services
- 4 types of organizational structure
- 5 techniques to manage demand
- 10 steps to become a customer-orientated organization
- 10 techniques to prioritize work
- And introduction to: 12 ITIL management practice guides.

Gain the skills and knowledge to:

- Improve existing processes and effectively manage IT teams
- Optimize value streams and workflows
- Develop services to meet demand
- Integrate new technologies.



ITIL 4 SPECIALIST
DRIVE STAKEHOLDER VALUE (DSV)

Ensuring IT and digital services delight

For IT professionals responsible for managing and interfacing with
stakeholders, and fostering valuable relationships...

Take this module to learn about these key concepts of DSV:

- 3 fundamental service relationship types
- 5 principles of service design thinking
- 5 Lean principles
- 7 steps of a customer journey
- 8 dimensions of culture
- And introduction to: 8 ITIL management practice guides.

Gain the skills and knowledge to:

- Effectively manage all stakeholders
- Build trusted relationships
- Shape customer demand
- Optimize customer experience
- Embed effective design thinking.



ITIL 4 SPECIALIST
HIGH-VELOCITY IT (HVIT)

The future of IT and digital services

For IT managers and practitioners working within or towards the delivery
of digital products and services...

Take this module to learn about these key concepts of HVIT:

- 4 characteristics of high-velocity IT
- 5 key concepts of high-velocity IT
- 5 high-level digital objectives
- And introduction to: 17 ITIL management practice guides.

Gain the skills and knowledge to:

- Converge business goals with IT
- Embed complex and adaptive systems
- Bridge the development and operations gap
- Improve performance with Lean, Agile, and DevOps methods
- Increase the speed and quality of services.



ITIL 4 STRATEGIST
DIRECT, PLAN AND IMPROVE (DPI)

Bringing IT and digital strategies to life

For IT and digital managers involved in aligning work to organizational
strategy or developing a continually improving team or service...

Take this module to learn about these key concepts of DPI:

- 4 activities in the planning and evaluation model
- 5 good communication principles
- 7 elements in the continual improvement model
- And introduction to: 7 ITIL management practice guides.

Gain the skills and knowledge to:

- Drive organizational change
- Encourage a culture of continual improvement
- Manage effective changes
- Minimize disruption
- Innovate while remaining compliant.



**Naciones Unidas e Iñaquito,
Edf. Metropolitano ofc.901,
Quito**



**Tatiana Sandoval
Ejecutiva Comercial**



099 453 0477



tisandoval@hawasolutions.com

**(+593) 99 970 1386
(+593) 99 501 9288**



**¡Contáctanos para
más información!**

www.hawa.expert



Gestión Service Desk

Saludsa	Cooperativa Oscus	Cooperativa 29 de Octubre	Banco Procredit
Banco Amazonas	ETAFASHION	Hospital Metropolitano	Entidad de Valores Bolivia
Humana	TEUNO	EBTEL	Banco Amazonas
Ondú	Banco Procredit	USFQ	CELEC EP



Nuestros clientes

