



To maximize the value of IT, many companies are looking to options that will leverage their IT systems to gain competitive advantage and reduce costs. These companies are also looking to improve system performance, uptime and system management. Meritide's On Demand delivery options offer solutions tailored to your business that address your specific needs with the approach that makes the most sense for your organization.

Odyssey is an On Demand Enterprise Service System. It delivers the capability of Enterprise software without the capital investment. Odyssey is a fully ITIL-compliant, ITSM solution with CMDB capability that runs on the BMC Remedy ARS® platform.

Meritide hosts the solution in a professionally managed data center. We provide the software as a service to you, with access to consultants who are domain experts. Meritide supplies system administration, eliminating the need for you to provide staff to administer and support the solution.

Odyssey offers...

- Incident Management Service & Support
- Problem Management
- Change Management
- Configuration Management
- Availability Management
- Approval Management
- Multi-tier Approval Processes
- Service Level Management (SLA/OLA)
- Release Management

Odyssey reduces costs and enables companies to leverage best practices and improve measurable results. It strengthens enterprise communication and is a customized modular application that meets specific business needs.

Why Meritide?

Competence. Integrity. Vision. Meritide's consultants and software developers provide solutions based on years of real-world experience with a broad range of industries and technologies. Simply put, we know what works!

- *Our consultants are ITIL® Certified and trained in the appropriate technologies and methodologies.*



Leverage our expertise and gain a competitive edge in the marketplace

For more information contact us at:
1 800 MERITIDE or sales@meritide.com

www.meritide.com

