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GlassHouse Technologies, Inc. Introduces Transom (SM)

FRAMINGHAM, Massachusetts, April 17 /PRNewswire/ --

- End-to-end Methodology Transforms IT Infrastructure Into Service Provider Model

GlassHouse Technologies, the industry's leading independent consulting firm for IT infrastructure transformation services, is changing how services are developed and delivered in IT environments through a new offering. Called Transom, this new GlassHouse proprietary methodology transforms sub-optimized, reactive IT environments to become efficient, cost-effective and scalable by moving them to a service provider model. Transom is unique because it combines GlassHouse's deep and broad technical experience touching on all aspects of the IT infrastructure with their practical, hands-on management of enterprise initiatives ranging from storage management, server optimization, data centers, disaster recovery and managed services.

When it comes to supporting the business, the service levels many IT departments can support are limited by the technology they have on hand, much of which was purchased piecemeal by various business units to satisfy their individual needs. The result is an ad hoc IT environment that is constrained, rather than propelled, by its technology investments. Subsequently, IT frequently fails to meet service delivery expectations, faces rapidly escalating costs and is opened up to increased risk.

"We are changing the conversation, and the position of IT in the enterprise," said Mark Shirman, CEO of GlassHouse. "Traditionally, the IT team figures out what they can do based on the technology available. Our Transom methodology positions IT professionals to take a broader view and make technology investment decisions based on the needs of the business."


As CIOs drive their IT departments to not just improve services, but to become more proactive contributors to the business' bottom line, they have to keep costs, security, and compliance in mind at all times. Balancing the needs of the business with technological and legal requirements can require both agility and foresight.

"GlassHouse's Transom services are designed to move the customer away from practices that lead to inefficient, unreliable IT infrastructure, and toward an integrated set of processes that will let the customer establish and maintain IT as a set of service levels that are delivered across the organization," stated Doug Chandler, a program director at IDC. "GlassHouse's Transom methodology is designed to enable this transformation, with a focus on infrastructure, and leave customers with a set of best management practices that will keep business processes and IT infrastructure in alignment over time."

The Transom methodology is eight phases delivered in three individual projects. The eight phases contain extensive analysis and planning around the client's current state and desired future state, a gap analysis, a thorough, step-by-step roadmap, clearly defined objectives, complete implementation incorporating Information Technology Infrastructure Library (ITIL) best practices, integration and testing. The results of Transom are measurable and ongoing ROI, increased utilization, and improved service levels that translate into high customer satisfaction. This puts IT in the position of nimbly responding to sudden business changes, and proactively developing initiatives that drive business forward.

To learn more about Transom and GlassHouse's approach to transforming IT environments,

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	<p>visit http://www.glasshouse.com/Insights_Webcasts.shtml. To listen to the podcast, visit http://www.glasshouse.com/uploadDocs/glasshouse-transom.mp3 .</p> <p>About GlassHouse</p> <p>GlassHouse Technologies is the industry's leading independent consulting firm with proven experience transforming IT infrastructure. Transom(SM), GlassHouse's proprietary methodology, aligns business processes and information technology systems, transforming our client's existing infrastructure into scalable, compliant, cost-efficient and tightly organized environments. GlassHouse consultants architect, implement and operate IT environments to drive high performance and agility. GlassHouse clients include some of the top names in the financial, insurance, oil & gas, media, retail, telecom, travel and entertainment industries. These include Morgan Stanley, State Street Global Advisors, Royal Bank of Scotland, Allianz, AIG, Tel Aviv University, Reed Elsevier, Zamil Steel, Amgen, T-Mobile, Turk Telekom, Virgin Atlantic, Israeli Defense Forces and Biogen.</p> <p>Web site: http://www.glasshouse.com http://www.glasshouse.com/uploadDocs/glasshouse-transom.mp3</p> <p>PAGE:</p>	
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