

COSA ITIL

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COSA ITIL allows companies to benefit from ITIL simpler, faster and more effective. The combination of an existing service-oriented Business Process Management (BPM) suite with the “ready to use” COSA ITIL framework is unique and enables IT departments to benefit from both methodologies within a short and affordable time frame. COSA ITIL enables IT organizations to improve the quality and efficiency and to reduce the costs of their service offering according to the best practices of the IT Infrastructure Library.

The holistic approach of COSA BPM covers all aspects of IT service management based on the best practice ITIL V3 framework: The Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement. The COSA ITIL framework consists of all major processes described in ITIL V3. Business Process Management (BPM) and Workflow Solutions by COSA - The BPM Experts