



Consulting Services for IT Departments

 continuity

 cloud
consulting

 service
management

 interim
management



Advising IT departments

Baccou Bonneville Consultants is an independent consulting firm specializing in assisting the IT departments of large businesses and administrations. Our Paris-based company, founded in 1995 by Serge Baccou and Arnaud Bonneville, operates worldwide.

Our services

Baccou Bonneville provides its clients with a wide range of services in four areas of expertise:

IT continuity

This service helps businesses structure and improve their IT Continuity approach, in compliance with the latest international standards. Our approach includes analyzing the impacts that could be caused by unplanned continuity disruptions (Business Impact Analysis), writing Disaster Recovery Plans (DRP) and defining the related exercises.

IT cloud consulting

The Cloud Consulting service allows you to address your Cloud projects worry-free. Your consultants have a particular expertise in server virtualisation (Infrastructure as a Service or IaaS) and in desktop virtualisation (Desktop as a Service or DaaS). DaaS give IT department the opportunity to allow the use of personal devices to access to corporate resources under a philosophy of "Bring Your Own Device" (BYOD).

IT service management

provides IT departments with an extensive range of services, based on ITIL best practices, to assist them in handling efficiently all the changes required to become full-fledged IT service centers. ITSM focuses on optimizing IT production and support processes. Our highly-experienced consultants are experts in the main ITIL processes: incident management, request management, problem management, change management, configuration management (CMS/CMDB), service catalog management, service level management and continuous service improvement.

IT interim management

IT interim management meets a need for management in an IT organization, usually to launch a transition or lead an organization through change. Interim Management may be required in a crisis or when carrying out highly strategic projects, increasing the profitability of production tools or dealing with sustained growth.

Our clients include

