Brochure

Professional Services

Service Management Automation: Solution-as-a-Service

MICRO FOCUS®

Executive Summary

If your IT organization is like most, it is likely your budget and headcount have not increased by much, yet the expectations from your users keep getting higher. Moreover, you now probably find yourself responsible for the delivery of many services sourced from multiple providers, as well as all of the legacy services you have always managed. In short, Service Management (SM) has gotten more complex and you need an SM solution that can help you manage services on premise and in the cloud, deal with the 'need for speed' brought about by DevOps, streamline problem resolution in a multi-supplier ecosystem, offer innovative ways to engage your users, and improve your team's productivity.

Micro Focus Service Management Automation: Solution-as-a-Service from Micro Focus Professional Services brings together the power of Micro Focus Service Management Automation (SMA) Suite and a fully managed, flexible as-a-service delivery model, to help you deliver a great service experience to your users, without the need to spend valuable resources to operate and maintain the solution.

Capabilities for modern Service Management

The transition to Hybrid IT brings with it a set of challenges to your traditional Service Management toolset:

- Self-service options not up to user expectations, leading to poor user satisfaction and users bypassing IT

- Manual, and thereby slow, ticket/request handling leading to low service quality at high cost

- Configuration requiring coding skills, leading to complex and costly upgrades

- Inflexible deployment options leading to undesirable cost/requirement trade-offs

If you want to boost user satisfaction, increase end-user autonomy, lower ticket volumes, deliver better service quality, provide quick time-to-value and better IT staff productivity, and reduce TCO, your processes and tooling need to evolve and you need to adopt new capabilities.

An enterprise-grade Service Management solution

SMA Suite is a state-of-the-art, scalable, fully integrated, comprehensive SM platform. At its core is an analytics-driven service desk with out-of-the-box processes based on ITIL® best practices, designed around social self-service, Big Data analytics, task automation, and a robust configuration management system. It can be deployed anywhere (private or public cloud) due to its container-based platform and scalable multi-tenant architecture with deployment either on premise or cloud make it possible for you to choose the optimal deployment model.

SMA Suite is comprised of two main products: Micro Focus Service Manager and Micro Focus SMA-X (formerly known as HPE Service Anywhere).

SMA Suite delivers:

- A fast, responsive service desk

- Comprehensive self-service

- Enterprise-grade IT process orchestration

- Codeless configuration for easy maintenance
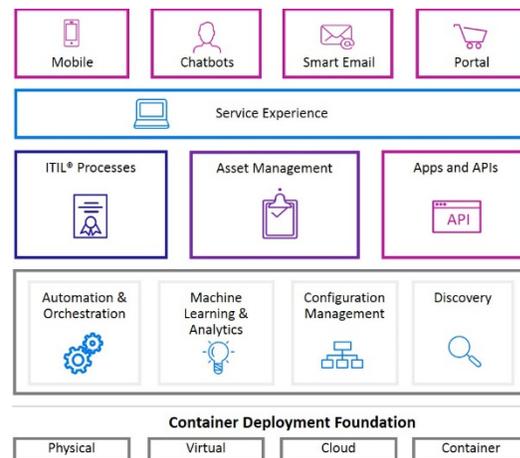
- Deployment choice: cloud or on premise

Figure 1. Micro Focus Service Management Automation Suite

Service Overview

Micro Focus Service Management Automation: Solution-as-a-Service from Micro Focus Professional Services is a fully managed, as-a-service offering that covers the architecture, design, build, and ongoing management of your SMA solution. We deploy and manage your modern and enterprise-ready service desk, so you do not need to spend valuable resources on infrastructure build-up, installation, configuration, and maintenance—providing you with a faster service and better value at a lower cost. It is comprised of two service offerings:

- SMA Foundation: This service covers the Design & Build stages and delivers a production-ready, fully configured and integrated Service Management platform on top of SMA-X. It is suitable for new SMA-X customers or existing Service Manager customers who wish to move to SMA-X.

- SMA Solution Management: This service covers the Support & Operate stages and provides the ongoing management, administration, and maintenance of your solution. It is suitable for both existing Service Manager and new SMA-X customers.
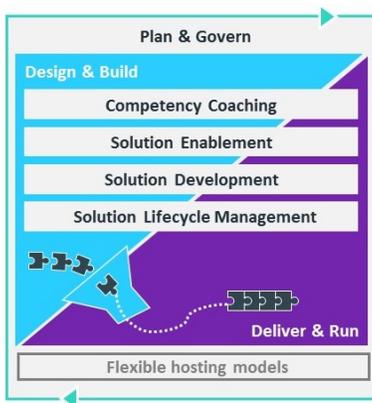
Figure 2. Micro Focus Service Management Automation Solution-as-a-Service overview

Plan & Govern

This component drives service delivery and provides the end-to-end governance umbrella of all activities under Build & Design (SMA Foundation) and Support & Operate (SMA Solution Management).

SMA Foundation

This service uses out-of-the-box SMA-X functionality and aims to minimize customizations to maintain future upgradability and protect your investment. We deliver fast time-to-value through our proven IT4IT™ reference architecture and a flexible, fast, and efficient delivery model base on SAFe® agile principles.

Deployment model

You can choose the execution venue most suitable to your needs: on-premise, public cloud, or any other option. We will work with you to architect the optimal solution that best meets your requirements.

Content modules

Depending on your priorities and requirements, we work with you to determine what functionality needs to be deployed, and in what order, so you get to the desired outcome as quickly as possible. To achieve this, we map your business needs to industry best practice groupings:

- Service Consumption: Helps to optimize service consumption and fulfillment with service/support requests, self-service portal, unified service/support catalog, service levels and Knowledge Management
- Service Support: Provides all processes for handling service disruptions through Incident and Problem Management
- Service Instance Lifecycle: Manages the life of services by adopting Change, Asset, and Configuration Management
- Service Operation: Reduces time to resolution with Event Management integration, auto-remediation workflows, and automation

Competency coaching

Naturally, you may have existing ways of doing things, and these may need to change for you to reap the full benefits of SMA-X and avoid the pitfalls of extensive customizations. Our vast experience and the rich set of intellectual property we have built over time, provide us with an unmatched capability to help you adapt your existing processes and make the optimal decisions in mapping them to the out-of-the-box capabilities of SMA-X. During delivery, we focus on knowledge transfer so that your staff (process owners, service delivery managers, etc.) acquire the skills necessary to continue making these decisions effectively on an ongoing basis as you evolve your solution to meet emerging and changing needs.

Enablement

We offer a comprehensive set of virtual instructor-led trainings (and if needed, training content tailored to your key users) as well as a preconfigured content prepared using Micro Focus Adoption Readiness Tool (ART) to drive continuous learning and improve user adoption.

SMA Solution Management

Once your SMA solution is operational in production, you are still faced with the challenges of operating and supporting it throughout its lifetime. This service relieves you of the burden associated with running the solution, so that you can focus on service delivery capabilities rather than solution management.

Reactive Services: We assist you with incidents and problems, and provide break/fix support.

Release Management: We plan for regular solution updates, from patches to major new releases. We also evaluate solution adoption by assessing actual usage patterns to identify areas for improvement.

Operational Services: We maintain, administer, and operate your solution on an ongoing basis, including monitoring and regular health checks.

Enhancement Services: We continually enhance your solution and respond quickly to lower-effort but highly important end-user requests.

Hosting Infrastructure Management: In case the solution is deployed to a public cloud, Micro Focus offers to manage the underlying infrastructure.

These core options may be supplemented by additional value-added services:

Optional instance support: We can accommodate solution management for additional instances such as staging or pre-production.

As part of Plan & Govern, we work with you to define the scope of solution components, the services, and service levels over a fixed term. Service delivery is carried out by our ISO 9000-certified Global Delivery Centers.

Benefits

Micro Focus Service Management Automation: Solution-as-a-Service from Micro Focus Professional Services provides you not only with our expertise and experience, but generates tangible and significant benefits:

- **Accelerate time to value** through our flexible, fast, and efficient delivery model based on SAFe® agile principles

- **Protect your investment** through competency coaching and relentless focus on eliminating the need for customization

- **Improve service quality and customer satisfaction** with streamlined, automated, and self-service-driven ITSM process execution

- **Reduce TCO** by deploying to the most cost-effective execution venue and through our as-a-service consumption model

- **Improve your staff productivity** by offloading solution management

- **Mitigate risk** by leveraging our expertise, experience, and intellectual property

The Micro Focus Professional Services difference

Micro Focus provides unmatched capabilities with a comprehensive set of consulting and implementation services and unique intellectual property that help you drive innovation through streamlined and efficient software delivery.

- Proven Micro Focus software solution implementation expertise

- More than 20 years of experience helping large, complex, global organizations realize value from their Micro Focus software investments

- Rich intellectual property and unparalleled reach into product engineering

- Technology-agnostic implementation approach with no vendor lock-in, no rip-and-replace

- Education and support services to ensure adoption

Learn More At

Micro Focus Professional Services
Micro Focus Service Management Automation Service

Additional contact information and office locations:
www.microfocus.com

www.microfocus.com

MICRO
FOCUS®