Hybrid IT Management

Simplify your IT transformation
Business success in a digital-first world depends largely on your IT organization’s ability to deliver services at the speed of DevOps—without sacrificing performance, security, or governance.

But right now, your effectiveness is compromised. The IT landscape is a dynamic hybrid of traditional and cloud-based technologies. Diverse, unpredictable, and constantly changing, it brings with it a new level of complexity that cannot be controlled by conventional management methods.

IT leaders need a way to reduce complexity while supporting services delivered on premises and from multiple cloud providers. Otherwise, IT puts the business at risk of outages, cost overruns, security breaches, and compliance violations—and risks being marginalized for it.

Your mandate is clear—simplify hybrid complexity while transforming IT into a true service-driven organization. Only then can IT participate in digital business success.
The Current Reality of Hybrid IT—Four Key Challenges

Hybrid environments present four key challenges that IT must overcome in order to gain business trust:

1. A diversity of providers increases the friction of user and IT interactions.
2. A wide variety of service and resource requests must be fulfilled.
3. Each new service makes maintaining a positive experience more difficult.
4. Services must meet security, compliance and cost controls—regardless of their delivery model.

“The world is hybrid, but it’s also an accidental hodgepodge of tools rather than a group of carefully selected, integrated, modernized solutions. … sacrificing compliance and governance in the name of innovation.”

Forrester Research

Unfortunately, in their attempts to ease these pressures, many organizations end up making matters worse. They build separate management tools for each of their computing environments—public cloud, private cloud, on premises, and mainframe. Then they add new tools for each new technology they adopt.

The result is a mix of unique and incompatible toolsets for each platform, domain, or process. To link the tools, teams often employ scripts or custom integrations. But scripts are fragile. They depend on stable endpoints, and only select experts know their attributes or how to maintain them. Assigning staff to monitor each tool and integration just results in overlapping staff supporting overlapping tools.

All this complexity distracts from delivering business results.
Deliver Connected Services via Analytics and Automation

Enterprise IT teams can no longer afford the time delays and higher costs of herding redundant tools, maintaining brittle integrations, and assigning seasoned staff to the routine care of separate toolchains. You need a more connected way to satisfy DevOps and the business while governing hybrid IT.

Micro Focus offers the approach you need. Designed for enterprise-scale IT management, our connected service delivery model is based on IT4IT. It supports key functional areas across hybrid environments with solutions that share common analytics and automation.

Our enterprise-ready solutions give you IT freedom. You can select what works for you from a variety of vendors. You can fill operational discipline gaps with Micro Focus solutions. And you can connect everything with analytics and automation technologies.

Connected services across functional areas—it’s the shortest path to simplified hybrid IT.

**Building on What Works**
At Micro Focus, we believe you don’t need to eliminate the past to make way for the future. Our solutions are proof. They empower you to automate end-to-end workflows spanning all hybrid domains and IT disciplines.

They give you critical insight into your environment. And working with a master orchestration engine, they cut your response times, inform your decisions, and improve staff efficiency.

They make it possible to do all these things—without replacing your entire toolset.
**Four Ways Connected Services Simplifies IT Complexity**

1. **Reduce the friction of IT service consumption**

   The diversity of services in hybrid IT creates friction for users who must learn multiple interfaces and processes to request services. It also increases the workload for IT who must manage those same requests and processes, slowing down progress.

   With **Micro Focus service management solutions**, you can deliver intuitive, personalized, no-wait self-service through a single modern interface for both business and IT users. With automated responses and virtual agents—powered by machine learning—users quickly get what they want without burdening IT.

2. **Meet demand at the speed of DevOps**

   Business and DevOps teams have an insatiable demand for rapid service provisioning. When IT is too slow to respond, they adopt cloud and third-party services without involving IT. This inconsistency can impact the quality, speed, and scale of delivering services and infrastructure.

   With **Micro Focus service fulfillment solutions**, you can automatically design and deploy cloud-agnostic services across hybrid environments—helping users help themselves to the best-fit service and reducing fulfillment cycle times. Cloud transformation is supported by identifying and migrating workloads to the cloud, including overall project management and the modernization of mainframe workloads.

3. **Bring clarity to problems and resolutions**

   As more services are delivered through more cloud and corporate channels, the complexity of determining the root cause of problems rises exponentially. Traditional monitoring tools are no match for the enormous and fast-growing volume of events—leading to poor user experience and manually-intensive troubleshooting.

   With **Micro Focus service assurance solutions**, you can shift to automated, AI-based management—powered by AI/ops. Armed with new speed and insights, you’ll visualize end-to-end services across cloud and on-premises resources, apply AI to proactively spot anomalies, and automate remedial actions to reduce business downtime and the cost of IT operations.

4. **Reassert the governance role of IT**

   Hybrid IT is the perfect place for vulnerabilities to hide and costs to covertly grow. Spotting weaknesses concealed in multiple clouds, on-premises systems, and networks is a daunting task. And the uncontrolled consumption of cloud resources can generate unexpected expenses.

   With **Micro Focus service governance solutions**, you can overcome existing tool limitations to provide consistent provisioning, patching, backups, and cost governance in cloud or on-premises. Reduce the risk of security breaches and unplanned expenditures.

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**Micro Focus Hybrid IT Management Solutions**

- **Simplify**
  - Simplify IT complexity through four key IT functional areas—
    - Service Management
    - Service Fulfillment
    - Service Assurance
    - Service Governance
  —all connected by analytics and automation.

- **Transform**
  - Transform to a service delivery model based on the value streams of IT4IT.

- **Grow**
  - Grow your business value by accelerating enterprise DevOps, delivering business and operational insights, and strengthening security and governance.
Your mandate is clear: simplify hybrid complexity while transforming IT into a true services-driven organization. Only then can IT participate in digital business success.
Service Management

Reduce the friction of IT service consumption

The digital economy has changed the way people work, driving expectations for consumer-grade user experiences with intelligent, personalized self-service and zero wait time. Manual IT Service Management (ITSM) and Enterprise Service Management (ESM) tools cannot satisfy these demands. What’s more, they are expensive to deploy, run, and maintain. Lacking visibility into the impact of changes and incidents on services, IT teams struggle to control outages, rising costs, and their own reputation.

Micro Focus offers a single, combined solution for ESM, ITSM, and IT Asset Management (ITAM). Powered by analytics and machine learning, our out-of-the-box solution drives greater productivity, faster issue resolution, fewer recurring service outages, and lower ticket volumes. A fully integrated service portal empowers IT and business users.

Micro Focus’ service outages, and lower ticket volumes. A fully integrated service portal empowers IT and business users.

One Self-Service Portal for All

Extended service delivery beyond IT with one fully integrated, easy-to-use self-service portal. Empower IT and business users with natural language search, social collaboration options and 24x7 smart virtual agents with embedded machine learning. Mobile ticket submissions are extra easy—users just send a snapshot from their phones.

Automated Workflows and Resolutions

Get more done by automating IT and non-IT workflows and tasks. Resolve issues faster and eliminate incident recurrences with insights gained from analytics and machine learning. Build configurations without any code and deploy them freely—in cloud or on-premises. When upgrades happen, your entirely codeless configurations will remain perfectly intact. That’s how you achieve lower costs and IT efficiency.

Agile, Informed Change Management

Execute changes quickly and successfully in the high-speed digital economy. Continuously discover the hardware, software, and services in your environment and in the cloud. Understand their interdependencies and manage them in a single view. Proactively assess the risk or impact of change—and use predictive analytics to make ongoing IT improvements. Your success rate for change will rise, along with service quality.

Smarter for employees.
Smarter for IT.

Service Fulfillment

Meet demand at the speed of DevOps

Delivering services across hybrid IT is complex and costly. The variety and volume of resource requests from IT, business units, and app development teams is overwhelming. If you’re slow to respond, business teams go rogue—consuming public cloud and third-party services without IT involvement. Conventional methods for provisioning business-specific hybrid and tiered environments take too long. But cloud workload migrations, including those from the mainframe, are equally lengthy. They’re also expensive and variable.

Micro Focus provides a unified set of solutions for enterprise-wide service fulfillment. With our solutions, DevOps teams can enjoy faster, easier self-service provisioning. Infrastructure teams can efficiently aggregate, design, and provision services across multicloud and data center environments. IT teams can design and deliver services composed of any resource—from traditional IT to container, cloud-native technologies—and employ cloud strategies that are independent of tool or vendor. They can also migrate workloads automatically, even mainframe workloads, to the cloud. They’ll keep your digital transformation on track, with minimal costs and disruptions.

Adaptable Designs and Brokering

Minimize custom deployments with a streamlined set of adaptable service designs. You’ll fulfill a wide range of resource requirements and dramatically reduce the number of catalog designs to maintain. You’ll also deliver images from simple operating systems to architectured, tiered business environments. You can be the broker that delivers the right cloud or on-premise services to all users while maintaining IT visibility.

Automated, Scalable Deployments

The master orchestrator enables the flexible execution of any service or infrastructure deployment, and Day Two lifecycle action or de-provisioning—in addition to fully-automating any IT process. Adaptive automation uses options and deployment-time choices to speed delivery, minimize manual effort and improve quality.

Workload Migration

Discover, plan, and execute large-scale cloud transformation and data center migration projects with minimal service disruption, risk, or cost. Solutions for mainframe application modernization and integration speed cloud migration while securing your mission-critical data.

Design and provision services across hybrid IT.

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The complexity of hybrid IT makes monitoring and resolving issues extremely difficult. Today’s operational data volumes are massive, thanks especially to IoT adoption. Finding root causes and remediating incidents is manually intense and painfully slow. Poor user experiences threaten brand loyalty and revenue streams. With too much to do, IT has trouble aligning effort to business priorities. Despite these issues, IT must somehow accelerate MTTR, cut costs, demonstrate incremental value to the business, and partner effectively with DevOps to improve applications.

Micro Focus solutions empower IT with a service-driven, business-focused view of services across multiple clouds, traditional applications, and networks. Now operations teams can gain full visibility of their hybrid estate, remediate problems using automated AIOps, and uncover insights related to customer behavior. Collect operational IT data into a single-view data lake to provide faster fixes, valuable insights, and lower costs.

**Service Assurance**

**Bring clarity to problems and resolutions**

**End-to-end Monitoring**

Gain full visibility of your hybrid IT estate. Expand your view with agent or agentless monitoring across cloud, physical, and containerized environments. Discover IT resources and dependencies, then use them to build and continuously update business-service models that fast-track problem solving. Consolidate all monitored data—including data collected from 200+ third-party tools—into a single-pane of glass. No need to rip and replace anything.

**AI-based Analytics and Remediation**

Spot red flags, uncover root causes, and resolve issues faster. Automate log, event, and metric analytics with machine learning. Swiftly analyze data from any source to detect anomalies and automate remedial actions with 8,000+ runbooks. You can reduce events by up to 90 percent—and stop wasting time on noise.

**Actionable Insights**

Present operations through a business lens. Build dashboards that stakeholders can access from any device to see the real-time impact of IT operations on the business. Provide fast feedback to developers. Help DevOps and business teams make better decisions, and they’ll see you as a strategic partner.

**Automated operations, powered by AIOps.**

**Service Governance**

**Reassert the governance role of IT**

With limited visibility into the state of risk within multiple clouds and data centers, IT struggles to reduce vulnerabilities and maintain compliance. Until you can see clearly, security breaches, audit failures, regulatory fines, brand damage, and unguarded costs are inevitable. Equally destabilizing is the effect of hybrid IT on traditional backup systems and processes. You need a way to preserve application availability while meeting recovery objectives, improving operational efficiencies, and cutting operational costs.

Micro Focus solutions provide a proactive and consistent approach to backups, configurations, patching, and cost governance across heterogeneous servers, databases, middleware, networks, and cloud services. Our approach gives IT teams the tools they need to reassert governance control over hybrid environments and support digital business success.

**Compliance, backup, recovery and cloud utilization.**

**Patch, Vulnerability, and Compliance Management**

Reduce IT compliance and vulnerability risks for multicloud and multivendor server operating systems, databases, middleware, and networks. Now you can proactively and consistently track software, configurations, and running states.

**Simplified Backup and Recovery**

Employ an adaptive backup architecture that can scale across both traditional and modern platforms. Incorporate backup organically into the application lifecycle through workflow automation and advanced security capabilities.

**Cloud Cost Governance**

Keep public cloud spending visible and more intentional, using policy-based governance, analytics and show-back reporting to ensure business unit consumption remains controlled and within budget.

**Consolidated Monitoring Status**

**Business Value Dashboard**

**Patch Compliance Trends**

**Cloud Spend Report**
Analytics and Automation

Connect functional areas to simplify IT with these technologies.

Configuration Management System (CMS)
Provides a real-time view of configuration items and their connections. IT is able to automatically collect (by discovery or integration), reconcile, manage and present data regarding hardware, software, applications, services and most importantly, their relationships and interdependencies across hybrid IT environments.

Collect Once, Store Once (COSO)
Based on Vertica for data warehousing, machine learning and analytics, COSO identifies improvements, reduces noise, and centralizes reporting. Our solutions use COSO as a foundational element to improve the delivery of IT services. For example, COSO can analyze incident trends to prevent recurrence or identify patterns of unsuccessful changes that indicate where a risk score should be increased to sharpen focus on high-risk changes. By using Big Data analytics for AIOps, you can elevate the effectiveness of monitoring and remediation, reducing MTTR and operations costs.

Container Deployment Foundation
Micro Focus has pioneered the use of container technology based on Docker and Kubernetes to consume our products.

Intelligent automation, based on machine learning.
Eliminate duplication and complexity with deploy once, use everywhere shared microservices. Deliver faster software installs, a consistent upgrade model with rolling updates and auto-scaling so you spend less time managing the management tools.

Master Orchestrator
Micro Focus Operations Orchestration (OO) is an industry-leading, enterprise-scale IT process automation solution that can directly and work above other management tools. OO is extensible, vendor agnostic, and can be invoked from almost anywhere. Use OO to break down silos, integrate teams, tools, and technologies, and orchestrate almost any IT process. OO offers thousands of out-of-the-box operations, workflows, and integration adapters that span AWS, Azure, Google Cloud, Docker, Kubernetes, SAP and other IT operations tools. With OO, your team can reduce errors, increase agility, and save time and money.

Robotic Process Automation
Micro Focus Robotic Process Automation (RPA) gives you the power to build, secure, and scale automated business processes, from legacy to modern, across the enterprise. Using software robots to mimic UI-based human actions, you can automate mundane, repetitive, error-prone tasks. It provides UI and API-based automation to connect business processes across the enterprise. By saving robotic work for the robots, you can liberate human ingenuity and ignite new levels of enterprise productivity.

Backup Status Report
Workflow Designer

Hybrid IT Management Matters
When hybrid complexity is simplified and IT transforms into a service-driven organization, the entire organization wins.

Accelerate Enterprise DevOps
Underpin your release pipeline with production-ready, on-demand resources.

Delivery Operational & Business Insights
Keep IT contributions visible and business-aligned.

Strengthen Security, Risk & Governance
Reinforce and maintain your enterprise security posture.

The speed of DevOps demands faster, simpler IT service delivery. Using Micro Focus solutions, development leads and cloud admins can work together to define services that fulfill every resource needed for continuous delivery. Simple VMs, cloud images, or full working environments can then be called up, on demand, as code. Automated deployment options allow a streamlined set of service definitions to deliver a wide variety of resources through self-service.

Micro Focus solutions provide production-ready environments, including monitoring and backup capabilities. Using AIOps, you can visualize, analyze, and ensure the health of key IT services and applications while giving developers critical feedback to improve user satisfaction. Real-time status of application health ensures that Dev and Ops teams work together to focus on enhancing the user experience and differentiating your enterprise in the marketplace.

Micro Focus helps you align operations with the business using easily created custom dashboards that can be accessed from any browser-enabled device. Our dashboards provide a holistic view of IT operations—highlighting IT contributions, key metrics, and status updates alongside business-relevant data. With graphics and custom integrations, you can find and present information to aid decision making and improve business outcomes. The real-time value you provide to stakeholders can change the perception of IT from an operational contributor to a strategic partner.

Enterprise security is a never-ending battle that escalates each day. Micro Focus offers an analytics-based set of security solutions for identities, applications, and data. To make those security solutions even more effective, Micro Focus hybrid IT management solutions work in concert with our security offerings to better protect your enterprise. Together, they help you reduce risk by taking a proactive approach to configuration, patching, and governance of data center and network environments.

Application-centric data backup with reliable recovery helps organizations respond to ransomware attacks. When cyberattacks are happening, security teams are able to work more closely with IT operations to execute complete response actions to defend or lock down resources while documenting the steps that were taken to facilitate continuous improvement.
Simplify Your IT Transformation

At Micro Focus, we believe that the quickest, surest way to get results is to build on what already works. Every enterprise has created their own toolset, but parts can be redundant and fragile. Micro Focus has designed a set of proven, enterprise-scale IT management solutions that can integrate with, and work alongside, legacy and cloud tools to simplify the complexity of managing hybrid IT environments.

While every path to simplifying IT complexity is different, Micro Focus has the scale and flexibility to address your unique enterprise needs. Let’s talk about how we can work alongside your team to help you simplify complexity and transform IT into a service-driven organization, so you can fully participate in digital business success.

Find out more at www.microfocus.com/HybridIT