

Micro Focus ITSM Automation Suite as a Service

Your Big Data service desk in the cloud.

Executive Summary

If your IT organization is like most, it is likely that your budget and headcount have not increased by much, yet the expectations from your users keep getting higher. And likewise, if your IT organization is like most, it is also likely that you are now finding 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, IT Service Management (ITSM) has gotten more complex and you need an ITSM solution that can help you manage your services, deal with the new DevOps requirements, streamline problem resolution in a multi-supplier ecosystem, offer innovative ways to engage your users, and improve your team's productivity.

Micro Focus® ITSM Automation Suite as a Service from Micro Focus Professional Services brings together the power of ITSM Automation Suite and a fully managed, as-a-service flexible delivery model, to help you deliver a great service experience to your users.

An Enterprise-Grade ITSM Solution

ITSM Automation Suite is a state-of-the-art, scalable, fully integrated, comprehensive ITSM platform. Designed around social selfservice, Big Data analytics, and a robust configuration management system (CMS), it helps you:

- Improve service desk efficiency with Big Data analytics, turning structured and unstructured data into knowledge
- Increase self-service adoption with social collaboration between end users, reducing ticket volumes and load on the service desk

- Proactively improve service quality by equipping process owners with insight into trends

ITSM Automation Suite comes in two editions:

Express Edition

Provides you with all necessary capabilities to jumpstart your Big Data service desk:

- End-user service portal with a consumer-like experience
- Chat and virtual agents
- Big Data analytics
- Smart ticketing with automatic categorization and image OCR
- Hot topics analytics
- ITIL-compliant service desk, including Incident, Problem, Change, Request, Release, Knowledge, and Service Level Management

- Configuration management system

Premium Edition

Includes everything from the Express Edition and takes you to the next level of productivity and control with:

- Enhanced IT process, task, and runbook automation
- Automated discovery and service modeling
- Asset management, including physical, virtual, and software assets
- Investment and resource management, where all components are seamlessly integrated by our Professional Services experts.

Service Description

ITSM Automation Suite is delivered as a service by Professional Services. We deploy and

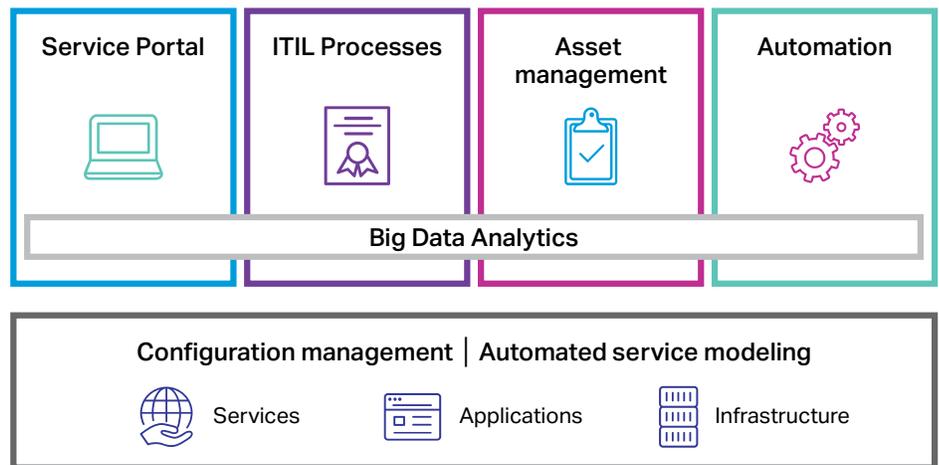


Figure 1. ITSM Automation Suite

Service Flyer

Micro Focus ITSM Automation Suite as a Service

manage your modern and enterpriseready service desk, so you do not need to spend valuable resources on infrastructure buildup, installation, configuration, and maintenance—providing you with a faster service and better value at a lower cost.

The service is available in the following models:

■ Subscription-based pricing

Per named or concurrent user

■ On-premises or hosted

- Deployed on either hosted or on-premise infrastructure and accessible from a variety of platforms and mobile devices:
- You can choose from Micro Focus Virtual Private Cloud data center locations
- Or we can accommodate your preferred hosting provider

■ Fully managed

- Deployed, operated, supported, and maintained by our experts.
- Dedicated deployment instances offering similar flexibility of an on-premise installation

- Development, test, and production environments
- Fully managed by our experts at both application and functional level
- Regular health checks to ensure availability and performance
- Backup and restore services arranged with the infrastructure provider
- Up to 99.9% availability

Upgrades

Your ITSM solution will remain up-to-date with regular platform updates, enabling the latest features and protecting your investment.

Account Management

We assess and help you prepare 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, including new functional enhancements, process changes, and end-user training.

Single Point of Contact

A single point of contact for incidents and problems, as well as break/fix support for custom-tailored or third-party elements of the solution.

Additional Services

The core service may be supplemented by additional value-added services:

Training

Improve adoption, increase your effectiveness during the implementation and attain self-sufficiency as quickly as possible.

Preparation

We work with you to understand your current environment, and guide you during the collection of the data you will need upon deployment of the ITSM Automation Suite.

Guided Design

We use an interactive workshop format to review your reference data, perform process walk-throughs, and determine whether minor modifications to the system are needed.

Product Configuration

We custom-configure the ITSM Suite to your needs. Reference data and user accounts are loaded onto the system, and our experts implement any necessary inscope changes to forms and process flows and configure required integrations.

Enhancement Services

Help you to continually enhance your solution and respond quickly to lower-effort but highly important end-user requests.

Enhanced Disaster Recovery

Different architecture scenarios, such as a dual data center option, are available to meet your availability and disaster recovery requirements.

Efficient ticker handling, reduced ticket volumes, superior user experience

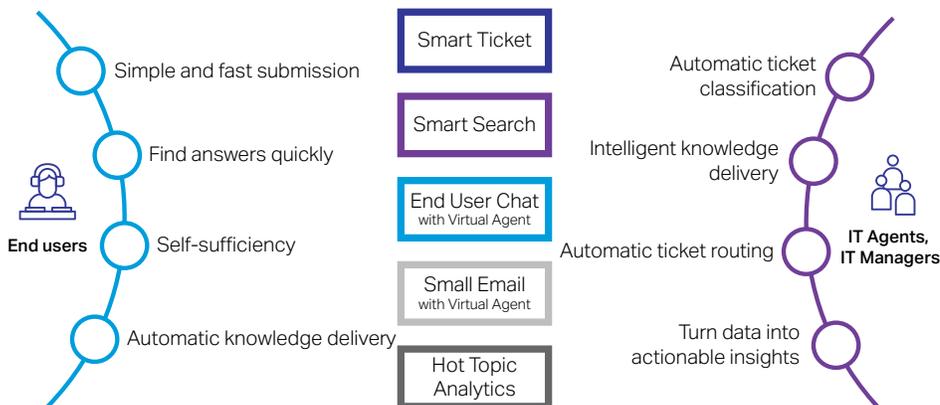


Figure 2. Big Data Analytics

Benefits

Accelerate Time to Value

- We enable the core ITSM capabilities quickly, allowing you to gain benefits early.
- Our embedded ITIL and Best Practices eliminate the need to spend time designing your processes. You can simply get started with out-of-the-box functionality and tweak the solution with the help of our experts.
- An expert team that understands your integrated solution environment and is proactive in looking for ways to improve overall value.

Improve Service Quality and Customer Satisfaction

- Big Data analytics turn data into information, improving the efficiency of your agents over time, increasing quality of service and user satisfaction.
- Social-enabled service desk empowers your users, reducing ticket volumes and freeing your agents to focus on critical issues.
- Task and process automation enable you to react to and resolve issues faster—further improving efficiency, productivity, and satisfaction.

Reduce Cost of Ownership

- Eliminate the need to deploy any infrastructure or install any software with our hosted as-a-service delivery.
- Our solution management services simplify platform operation and allow you to remain on the latest releases.
- Reduce resource constraints and free up internal IT staff for higher-value activities.
- Reduce the need for continual training of your internal team to keep up with evolving software.

Value to the Business

- Drive higher user adoption of your solution investments.
- Achieve business benefits from automation and process efficiencies.

Risk Mitigation

- A subscription-based service that helps you mitigate financial risk with predictable IT spending.
- Reduce operational risk by leveraging our best-practices approach.
- Gain a single point of accountability to the health of your solution.
- A trusted solution partner with well-established service levels.

The Professional Services Difference

Micro Focus provides unmatched capabilities with a comprehensive set of consulting and implementation services and unique intellectual property that help you manage the performance of enterprise applications, systems, and networks.

- **Fast time-to-value:** Our services get you up and running, with your applications monitored in a matter of weeks
- Proven solution implementation expertise
- More than 20 years of experience helping large, complex, global organizations realize value from their Micro Focus investments
- Rich intellectual property and unparalleled reach into product engineering
- Education and support services to ensure adoption

Only Professional Services brings together consulting expertise and the industry-leading ITSM Automation Suite to help you perform better.

Learn more at
www.microfocus.com/software/services

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