



Micro Focus Solutions Business Manager (SBM) Commitment to continued innovation

February, 2018

BACKGROUND

Micro Focus has a strong legacy of growing through mergers and acquisitions, ensuring that customers with existing investments in Micro Focus receive continued world-class support and innovation. After the recent merger between heritage HP Enterprise and Micro Focus, clarification of the strategic positioning of Micro Focus Solutions Business Manager (SBM) in the IT Operations Management (ITOM) portfolio will further emphasize this commitment.

SBM CONTINUES TO DELIVER A VISION DRIVEN BY CUSTOMER INNOVATION

Harkening back to the days of TeamTrack, SBM has a strong history of providing value to customers across a broad spectrum of business departments. While its low-code / no-code platform roots started in Development, SBM has enabled citizen developers to create automated processes across organizations like Operations, HR, Legal, Program Management and Security. Keeping up with market demands around a quick time-to-value development solution, SBM has consistently provided new capabilities in each feature release and will continue to do so. To ensure that SBM continues to be enhanced based on customer needs, Micro Focus draws heavily from ideas proposed through its customer-facing ideas exchange portal. By listening to customers and acting on community-identified ideas, Micro Focus remains committed to supporting and further enhancing SBM into the foreseeable future with a focus on customer innovation and quality.

BUILDING ON THE ITOM PLATFORM TO PROVIDE ADDITIONAL BUSINESS VALUE

Toward this goal, SBM also has both near and long term plans to integrate into the [newly announced ITOM platform](#). Several new business capabilities can become available to SBM by combining the common services of the ITOM Platform with the unique differentiators of SBM.

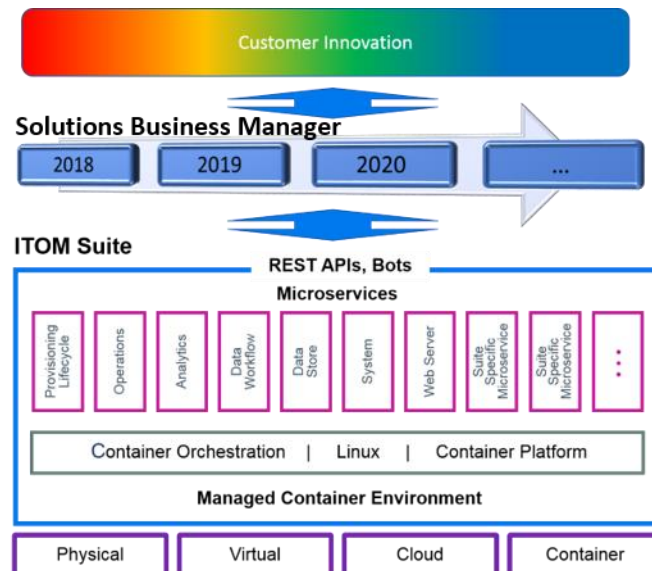


Figure 1. SBM will be driven by customer innovation coupled with the power of the ITOM Platform

For example, by combining the peer-to-peer messaging of ChatOps with the always-on auditing of SBM, customers will be able to ensure that every peer-to-peer conversation is captured and stored within a work item. Using Micro Focus' ChatBot technology, SBM could not only integrate self-service with a knowledge database, it could enable transitions to be activated during a chat session. This is expected to add yet another conduit for controlling a process, complementing the existing E-mail, browser and mobile options.

SBM has always been an innovator in driving tasks forward through a defined process and by using the power of the ITOM Platform Analytics service, SBM could provide additional value by auto-assigning an item to the individual with the highest chance of bring it to completion based on historical metrics. Historical change management actions can be used to identify ways to lower the risk of future change requests. In addition, it is expected that SBM will be able to provide decision guidance to identify for the user the most common steps through a process, drastically reducing confusion and potential errors when trying to choose what to do next.

With its built-in orchestration engine, SBM can also seamlessly connect human and machine based process to enable automation where possible and facilitate stakeholder oversight where desired. This will greatly enhance the value of Micro Focus DevOps solutions by involving personal governance only where needed while enabling a more continuous delivery of services when paths are well-known and low risk.

Other shared services will benefit customers around reporting, user management, auditing and licensing. Plus all this can be offered through the ITOM Platform Container Deployment Foundation (CDF) which will allow SBM to be delivered, installed, scaled and updated in just minutes.

ENTERPRISE SERVICE MANAGEMENT FROM ANY ANGLE

With an ever-increasing portfolio, Micro Focus can provide the right solution for your software build, operation or security needs. For customers with an immediate focus on addressing Enterprise Service Management (ESM) gaps, SBM continues to be a proven answer to issues facing highly regulated large enterprises with governance, risk and compliance mandates. Offering over 35 blueprints for commonly desired automated processes, SBM can tie together the fit-to-purpose Development, IT Operations and Business Management applications you depend on.

For customers that need to first address IT Service Management challenges, the Micro Focus Service Management Automation (SMA-X) suite delivers an enterprise-grade end-user experience and drives down operational costs using advanced analytics. It provides true customer choice and is the only solution available for deployment on premise, virtualized, on bare metal, or public cloud infrastructure. With its newly introduced SMA-X Studio, customers can expand beyond traditional IT process to ensure ITIL best practices are used throughout the business.

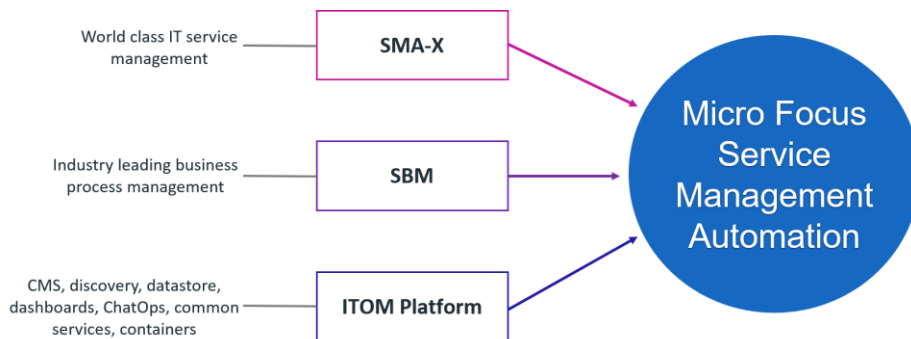


Figure 2. No matter what problem you need to tackle first, Micro Focus has a solution for you.

YOU CAN BE CONFIDENT IN YOUR CHOICE

Micro Focus has always encouraged customers to use the best tools to solve the business issues generated by an ever-changing marketplace. That includes providing forwards compatibility wherever possible to ensure that existing investment generates the highest value. This, coupled with new products being introduced into the portfolio all the time, means you can trust Micro Focus as your partner to help develop and maintain your business. Whether you are using existing Micro Focus products like Solutions Business Manager or looking to expand your use of what Micro Focus has to offer, you can be sure that we will continue supporting and enhancing the products you depend on for your business - now and into the future.