Experience IT Operations Management

Agenda and recommended event path

26–28 March Vienna, Austria
# Contents

<table>
<thead>
<tr>
<th>Page</th>
<th>Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Welcome</td>
</tr>
<tr>
<td>4</td>
<td>Overview</td>
</tr>
<tr>
<td>5</td>
<td>Evening Programs</td>
</tr>
<tr>
<td>6</td>
<td>Sessions at-a-glance</td>
</tr>
<tr>
<td>11</td>
<td>Digital Transformation Zone</td>
</tr>
<tr>
<td></td>
<td><strong>Recommended Event Paths</strong></td>
</tr>
<tr>
<td>12</td>
<td>Service Management Automation</td>
</tr>
<tr>
<td>15</td>
<td>Operations Management</td>
</tr>
<tr>
<td>18</td>
<td>Hybrid Cloud Management (HCM)</td>
</tr>
<tr>
<td>20</td>
<td>Data Center Automation (DCA)</td>
</tr>
<tr>
<td>22</td>
<td>Network Operations Management (NOM)</td>
</tr>
<tr>
<td>24</td>
<td>Data Protection</td>
</tr>
<tr>
<td>26</td>
<td><strong>Why attend Micro Focus Universe</strong></td>
</tr>
</tbody>
</table>

Position your mouse on the content description text and click to be taken to the page.
Welcome to Micro Focus Universe 2019!

Hybrid IT isn’t a new idea, but neither are the realities of IT complexity. So this year, we’re intensifying our focus on Hybrid IT Management solutions so that you gain the agility, efficiency, and innovation needed to manage both transformational and traditional IT services across the enterprise - from mainframes to mobile, from corporate to cloud.

Our customer and product expert speakers will highlight Hybrid IT Management solutions across:

- Enterprise & IT Service Management
- Operations Management
- Multi-Cloud Management & Migration
- Vulnerability Risk & Compliance Management
- Network Management & Compliance
- New! Data Protection

You will hear real user stories and gain product strategy insight to fuel your transformation to a truly Digital Business. You will also have the opportunity to deepen your knowledge and skills by getting hands-on with our products in a classroom environment.

**Additionally, our leadership team will be available to address your questions 1:1 in the Meeting Center or during the numerous networking opportunities, including the ITOM customer forum dinner.**

I look forward to helping you in your ITOM journey and seeing you in Vienna!

Gopal Ramachandra
ITOM EMEA Leader
Overview

Micro Focus Universe is our largest customer event of the year, targeted at enabling delegates to run and transform their businesses. Attend to gain the knowledge and assistance you need to innovate faster, with less risk, in the race to digital transformation.

Mainstage keynote

Experienced Micro Focus leaders and compelling industry experts will share their insight on digital transformation – and what it means to organizations like yours. Hear in-person our strategic product plans, and learn about emerging technologies and trends that will shape the future of business.

Customer Forum keynote

Understanding the big picture presented in the mainstage keynote is just one part of the equation. Our senior product leaders will delve into ITOM to share key initiatives, updates, and enhancements aimed at educating and enabling delegates.

Breakout sessions

These customer- and Micro Focus-led sessions will enhance your skills and address your organization’s most pressing needs in today’s digital world.

You’ll learn about the critical tools you need to build, operate, secure, and analyze your entire enterprise. And, you’ll hear straight from the experts on bridging the gap between existing and emerging technologies.

Breakout sessions vary in length from 30 to 120 minutes.

Workshops

Workshops are interactive, instructor-led, hands-on sessions covering a range of software technologies. They are a perfect opportunity for you to extend your skills and deepen your knowledge on a specific topic or solution. Learn from industry experts and bring your toughest questions.

Workshops run 60 minutes.

Meeting Center

Onsite, you’ll be able to meet in personalized briefings with Micro Focus executives and product experts. In a 1:1 setting, you’ll benefit from our undivided attention and a conversation targeted at your specific needs.

Tell us what’s happening in your world – what keeps you up at night – and we’ll discuss the best options to build, optimize and transform the way you do business.

To request a meeting, please contact your Micro Focus sales representative.
Evening Programs

Enjoy your evenings in Vienna after days filled with invaluable content. Socialize with Micro Focus leaders, meet global peers, build your networks, and connect with customers who will share their business-transforming experiences.

Dine around

Tuesday, 26 March 2019

Customize your dining experience! Delegates receive a dinner voucher that can be redeemed at a variety of selected restaurants, bars, or cafes throughout Vienna. With a pre-set cash value, the voucher takes the guesswork out of "where to eat" and gives you flexibility to choose the spot that best suits your expectations, favored cuisine, and dietary requirements.

All relevant information, a map of participating eateries, and the vouchers will be provided to delegates at onsite check-in.

Customer Forum Dinners

Wednesday, 27 March 2019

Join a group of Micro Focus leaders and other delegates for the ITOM dinner. This is a unique opportunity to ask product/usage questions, get tips from other users, and generate ideas for how your organization can further benefit from technology. Or, simply relax and enjoy a gourmet meal surrounded by peers from around the world.
Sessions at-a-glance
**Tuesday, 26 March 2019** *(Agenda is subject to change)*

<table>
<thead>
<tr>
<th>Time</th>
<th>Activities</th>
<th>Workshop Space</th>
<th>ITOM Room 1: Service Management Automation</th>
<th>ITOM Room 2: Operations Management</th>
<th>ITOM Room 3: HCM/DCA/NOM</th>
<th>ITOM Room 4: Data Protection</th>
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<tbody>
<tr>
<td>09:30 - 19:00</td>
<td>Digital Transformation Zone and Meeting Center open <em>(closed during keynote hours)</em></td>
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<td>10:30 - 11:30</td>
<td><em>Evolving to Service Management Automation</em></td>
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<td>11:30 - 13:00</td>
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<td>13:00 - 13:30</td>
<td>Transition to mainstage keynote</td>
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<td>13:30 - 15:00</td>
<td>Mainstage keynote</td>
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<td>15:00 - 15:45</td>
<td>Coffee break / Digital Transformation Zone time</td>
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<td>15:45 - 16:00</td>
<td>Transition to customer forum keynote</td>
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<td>16:00 - 17:30</td>
<td>ITOM keynote: Run and transform your business</td>
<td>Tom Goguen, ITOM General Manager and Chief Product Officer, Micro Focus</td>
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<td>19:00 - 22:30</td>
<td>Dine around</td>
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<td>Change drivers in ITOM at Rabobank: Analytics and automation</td>
<td>Almac: Centralizing remote site backups with Data Protector</td>
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<tr>
<td>10:00 - 10:30</td>
<td>Grand operations for a grand airport</td>
<td>Backup and recovery solutions: Why Iskratel chose Data Protector</td>
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<tr>
<td>11:00 - 11:30</td>
<td>Automate vulnerability risk and IT compliance management</td>
<td>SMAX rapid deployment: MultiChoice transition and adoption journey</td>
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<td>11:30 - 12:00</td>
<td>SMAX as an ESM solution</td>
<td>IT.NRW develops nonstop IT operations using AIOps and big data</td>
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<td>Lunch break / Digital Transformation Zone time</td>
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<tr>
<td>13:00 - 13:45</td>
<td>Channel Partner keynote (by invitation only)</td>
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<td>14:00 - 14:45</td>
<td>Premium sponsor breakout sessions from PwC and DXC</td>
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<td>PwC: Achieving enterprise agility with business DevOps</td>
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<td>DXC: Practical ways to accelerate adoption of DevSecOps at scale</td>
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<tr>
<td>15:00 - 15:30</td>
<td>How to be efficient using Network Operations Management</td>
<td>Workshop Space</td>
<td>SMAX: The James Hutton Institute &amp; Allied Motion</td>
<td>Unified Monitoring for service excellence: CMS integrated with OpsBridge</td>
<td>Private cloud services and culture shift go hand-in-hand</td>
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<td>15:30 - 16:00</td>
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<td>Workshop Space</td>
<td>Vivacom: Telecom digital transformation empowered by SMAX</td>
<td>Ziraat Teknoloji’s journey to operations excellence with OpsBridge</td>
<td>Credit Bureau automates site switch, plans patch with DCAX</td>
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<td>16:00 - 16:30</td>
<td>Coffee break / Digital Transformation Zone time</td>
<td>Workshop Space</td>
<td></td>
<td>Garanti Bank delivers an excellent end-user experience with OpsBridge</td>
<td>Enabling effective network management for IT service customers</td>
<td>Data Protector strategy and roadmap</td>
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<td>16:30 - 17:00</td>
<td>Hybrid Cloud Management: Day 1 production-ready solution</td>
<td>Workshop Space</td>
<td>SMAX – Journey to the new way of working</td>
<td>SPAR uses the power of OpsBridge in a highly integrated ITOM environment</td>
<td>Managing and automating the massive network for Italy’s largest highway system</td>
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<td>17:00 - 17:30</td>
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<td>Workshop Space</td>
<td>SMAX – Crawl, walk, and run</td>
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<tr>
<td>19:30 - 22:30</td>
<td>Customer forum dinners</td>
<td>Workshop Space</td>
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**Presented by a customer**
# Thursday, 28 March 2019

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<table>
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<tr>
<td>08:30 - 14:00</td>
<td>Digital Transformation Zone and Meeting Center open</td>
<td></td>
</tr>
<tr>
<td>09:30 - 10:00</td>
<td>Data Protector 10 overview, upgrade process with Q&amp;A</td>
<td>Operations Bridge: Next-gen operations management with AI Ops</td>
</tr>
<tr>
<td>10:00 - 10:30</td>
<td></td>
<td>Hybrid and multi-cloud management with Hybrid Cloud Management</td>
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<tr>
<td>10:30 - 11:00</td>
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<td>What’s new in Data Center Automation</td>
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<tr>
<td>11:00 - 11:30</td>
<td>Coffee break / Digital Transformation Zone time</td>
<td>What’s new in CMS: Universal Discovery and CMDB</td>
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<td>11:30 - 12:00</td>
<td>Operations Bridge: Data ingestion, access, visualization in COSO</td>
<td>Network Operations Management strategy and roadmap</td>
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<td>12:00 - 12:30</td>
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<tr>
<td>12:30 - 14:00</td>
<td>Grab’n go lunch and departures</td>
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Visit the demos in the Digital Transformation Zone where our consultants are on hand to show you the latest releases.
Recommended Event Path – Service Management Automation

Micro Focus SMAX has been endorsed by Forrester as one of the three leaders for enterprise service management. Of those leaders, Micro Focus SMAX scored highest for core service management and information management and analytics. Forrester also recognized SMAX as “Best in class change management, including advanced risk analytics and optimization of the change process itself – crucial in the age of DevOps.”

Join us for a three-day SMA Micro Focus Universe journey and learn more. Meet with customers who are already benefiting from SMAX. Get hands-on with the product. Learn and share best practices. See for yourself what all the hype is about. SMAX is ready for prime time.
Tuesday, 26 March 2019

10:30 - 11:30
Evolving to Service Management Automation
Planning a move from one service management solution to another is not unlike planning a vacation—where will you go? How will you get there? What will it cost? What to pack? And what to leave behind? Skipping steps may put your vacation happiness (and migration success) at risk! Join this session to learn more about transitioning to Service Management Automation X (SMAX). Hear about benefits, costs, planning tools, migration tools, and more. And apply what you learn to evolving other tools within your portfolio.

13:30 - 15:00
Micro Focus mainstage keynote

16:00 - 17:30
ITOM keynote: Run and transform your business
Delivered by Tom Goguen, ITOM General Manager and Chief Product Officer, the track keynote will offer an insider’s view into the latest innovations in ITOM and how the Micro Focus approach can help your operations team address the challenges of hybrid IT management.

Tom Goguen, ITOM General Manager and Chief Product Officer, Micro Focus

Wednesday, 27 March 2019

09:30 - 10:00
Change drivers in ITOM at Rabobank:
Analytics and automation
Changing customer behavior, open markets, regulations, and disruptive technologies change the FSi business. With Fintechs, hybrid IT, DevOps, robotics, and AI, there’s also no shortage of choices for change in IT. Faced with the pressure of change, IT at Rabobank is adopting new technologies and is automating everything in order to be as agile as possible. Learn how Rabobank uses radical IT automation and analytics with Operations Bridge to provide this more lean and agile way of working.

Toine Jenniskens, Business Architect, Rabobank

10:00 - 10:30
Grand operations for a grand airport
How do you deploy end-to-end automation for what will be the biggest airport in Europe and among the top 10 in the world? Istanbul Grand Airport (IGA) chose Micro Focus to automate operations across all its services – from always-on monitoring with Operations Bridge to private cloud offerings with Hybrid Cloud Management, from server farm provisioning and patching with Data Center Automation to network automation with Network Operations Management. Join this session to hear how IGA launched the airport into the skies in an incredibly short time of less than one year.

Enrah BAYARÇELİK, IT Infrastructure and Security Group Manager, IGA (Istanbul Grand Airport)

11:00 - 17:30
SMA customer presentations
Choose from our best SMAX customer presentations:

- 11:00 - 11:30
SMAX rapid deployment: MultiChoice transition and adoption journey
Find out how MultiChoice successfully influenced and changed a US$4 billion organization that operates across 50 countries in just six months. You will learn how we deployed SMAX across multiple companies and business units throughout the enterprise, and how we facilitated transition and transformation of our organization with little to no impact on our operations. You will hear the story of how SMAX helped to rationalize four ITSM tools and save millions of dollars while improving efficiency.

Chris Visagie, EOH Application Management, ITOM Product Manager, EOH

- 11:30 - 12:00
SMAX as an ESM solution
Eric Weinstock, head of service integration and management, will continue the story he started last year at Universe in Monaco. You will hear an update on what Société Générale has achieved with SMAX over the last 12 months, users’ feedback and IT progress, how the company uses Studio, and its plans for the next steps.

Eric Weinstock, Head of Service Integration and Management, Société Générale
Wednesday, 27 March 2019

15:00 - 15:30
SMAX: The James Hutton Institute & Allied Motion

Ben Watt, End User Computing Manager, The James Hutton Institute
Daniel Capeleiro, Help Desk Technician, Allied Motion Technologies

15:30 - 16:00
Vivacom: Telecom digital transformation empowered by SMAX

Vivacom, one of the leading telecom operators in southeast Europe, will present how it leveraged Micro Focus SMAX and overall ITOM portfolio to enable its digital transformation agenda, supporting rapid business growth across mobile, fixed, and converged media services. The presentation will showcase the power of SMAX when used as an Enterprise Service Management platform across processes and domains. Vivacom will present the best practices it used and the challenges it faces, as well as the additional value it gained by integrating with Micro Focus Configuration Management System, Network Operations Management, and Operations Orchestration.

Nedyalko Dimitrov, Director, Network Operations and Maintenance, Vivacom
Nikolay Gavrilov, Senior Manager, Network Operations and Maintenance, Vivacom

16:30 - 17:00
SMAX – Journey to the new way of working

Berliner Wasserbetriebe (BWB) is in the middle of its journey to fulfill an ITSM initiative. Part of this initiative was to harmonize the current solution and focus on end-user attraction. In addition, BWB wanted to shift to a service-oriented business and build a service catalog with related request fulfillment. SMAX is used to provide an end-user centric service portal to allow an Amazon-like order experience. In the background, BWB’s IT department embraced the new way of working to increase efficiency. In this presentation, BWB and Micro Focus will share experiences about this journey.

Ralf Freimund, Leiter IT-Kundenservice und Projekte, Berliner Wasserbetriebe AöR

17:00 - 17:30
SMAX – Crawl, walk, and run

Achmea is the largest insurance company in the Netherlands that provides a wide range of financial services and products. Its brands serve about 10 million people with health, life, and non-life insurances. Achmea had an old and very customized Service Manager environment based on a BP4SM module that was no longer available, so its only option was to build a new system. Achmea took a leap of faith and implemented the new Service Manager Automation X (SMAX). After thorough testing, Achmea went live with SMAX in production with 600 concurrent users and introduced it to the entire organization. Hear how Achmea implemented SMAX on its own premises, and benefit from learnings from implementation and go-live.

Edward Groen, Teammanager R2F / CMS, Achmea IT

Thursday, 28 March 2019

10:30 - 11:00
What’s new in CMS: Universal Discovery and CMDB

The new CMS (Universal Discovery and UCMDB) releases can help you gain visibility and better manage your IT resources, including on-premises, containers, and cloud environment. Join this session to experience the new features of the latest CMS releases, including discovery of Kubernetes, OpenShift, and public cloud. Hear first-hand the future roadmap direction of the products.

Doron Orbach, Manager - Product Management for CMS, Micro Focus

11:30 - 12:00
What’s new in Service Management Automation

The Service Management Automation (SMAX) portfolio includes all service and asset management products from Micro Focus. Leverage this portfolio as SMAX gains traction in the market. Benefit from the evolution of existing products as well as new, combined products that drive industry transformation.

Jacques Conand, Product Management Director for Service Management, Micro Focus
Recommended Event Path – Operations Management

Tuesday, 26 March 2019

13:30 - 15:00
Micro Focus mainstage keynote

16:00 - 17:30
ITOM keynote: Run and transform your business
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Tom Goguen, ITOM General Manager and Chief Product Officer, Micro Focus

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Emrah BAYARÇELİK, IT Infrastructure and Security Group Manager, IGA (Istanbul Grand Airport)

11:00 - 17:30
Operations Bridge + Suite customer presentations
choose from our top OpsBridge customer presentations from various industries across entire EMEA:

- 11:00 - 11:30
Next-generation IT operations management with OpsBridge at Vodafone presented by a customer
As with most large organizations, Vodafone cannot afford any service outages and must constantly refine its IT operations processes, architecture, and tools while simultaneously keeping business targets on track. What does change mean to them? AIOps, analytics, automation, predictive, IoT... the list of domains to consider is almost endless. So which technologies are key and how is Vodafone incorporating them? Learn the answers. See how OpsBridge COSO, cloud monitoring, and containers apply to the company’s goals and will lead it to improved service intelligence to meet those targets consistently.

Ahmed Ezzat Kamal, Core Engineering lead, Monitoring Tools and Automation COE, Vodafone

Back to Contents page
Wednesday, 27 March 2019

11:30 - 12:00  
IT.NRW develops nonstop IT operations using AIOps and big data  
It’s easy to imagine IT’s role in providing effective, critical, 24x7 services, e.g. for the police or payroll. At IT.NRW, this is today’s reality. Learn how it is transforming to adopt automation, machine learning, analytics, and big data. See how it plans to use a central data lake with OpsBridge COSO and automated analytics to evolve IT operations tools and processes to empower service excellence in security, event management, and operations.

Ralph Thiele, Manager, Monitoring and Event Management, IT.NRW

Markus Bodemann, Director, IT.NRW

15:00 - 15:30  
Unified Monitoring for service excellence: CMS integrated with OpsBridge  
Ceska Sporitelna is the oldest Czech bank, founded in 1825 and leading the FSI market in number of clients and value of managed assets. Striving to improve user experience and service excellence, the bank decided in 2014 to define a stabilization program. See how its Unified Monitoring project has resulted in 80% tools reduction with tremendous benefits in MTTR, and how a single pane of glass for root-cause analysis has reduced war-rooms. Learn how the bank has implemented an integrated solution using OpsBridge, UCMDB, and Universal Discovery to create a high-quality CMDB, which is a prerequisite for success.

Patrik Blovsky, System and Service Monitoring Team Leader, Ceska Sporitelna (Member of Erste Group)

15:30 - 16:00  
Ziraat Teknoloji’s journey to operations excellence with OpsBridge  
Ziraat Teknoloji is the #1 financial services IT organization in Turkey, empowered by the operational excellence vision of its IT operations team. The Micro Focus Operations Bridge Suite paves the way to operational excellence for Ziraat Teknoloji by simplifying data center management for total system continuity and driving transformation such as strong collaboration between application and infrastructure teams to become service-oriented. See how the company is able to manage SLOs effectively by service modelling and dashboards exploiting all data types that are vital to daily operations.

Bligesu BAYDEMİR, System Continuity and ZVM System Manager, Ziraat Bank

16:30 - 17:00  
Garanti Bank delivers an excellent end-user experience with OpsBridge  
With the rise of hybrid IT, it’s harder than ever to ensure that your business services are performing optimally and keeping users satisfied. How do you isolate issues across multi-cloud boundaries? How can you manage the volume of data coming at you from logs, metrics, and events? How can you prioritize issues to match business priorities, and become more proactive? Learn how Garanti Bank improved operational efficiency to support key business targets.

Çağdaş Başaran, Service Performance Management and Reporting, Garanti Bank

17:00 - 17:30  
SPAR uses the power of OpsBridge in a highly integrated ITOM environment  
Online shopping, digital marketing, and logistics services. No doubt that IT is at the core of modern retailer success. Experience how SPAR Austria – with the help of OpsBridge – has built a highly integrated ITOM/ITSM landscape, which has enabled professional closed loop incident processes as well as a service-oriented monitoring and dashboarding to generate relevant business added value.

Franz Willerroider, Head of CX Services, SPAR
Thursday, 28 March 2019

09:30 - 10:30
Operations Bridge: Next-gen operations management with AI Ops
Operations Bridge uniquely combines machine-learning driven operations across all data types with market-leading automation capabilities to enable operations at the speed of DevOps, helping IT rise to the challenges of the hybrid IT world. Hear how customers are getting value out of the solution. Learn how recent Operations Bridge innovations further increase value, shifting emphasis to digital experience management. Learn how new AI capabilities further reduce event volume and simplify collaboration, delivery, and deployment using our intelligent data lake. We’ll show you how IT can regain control by providing the flexibility and access to all data types across DevOps teams using AI to optimize collection, analysis, and automation.

Harald Burose, Product Management Director for Operations Management, Micro Focus

11:00 - 12:30
Operations Bridge: Data ingestion, access, visualization in COSO
Operations Bridge provides hybrid IT monitoring that spans across all layers of the IT Ops stack, from infrastructure to business applications. In this workshop, you’ll benefit from two hands-on exercises.
1: You will learn how to ingest data into COSO (Store Once, Vertica data lake) and how the data can be accessed for visualization. Get your hands dirty with OpsBridge in CDF, COSO, and APM (BPM) data.
2: Learn how to automate ad-hoc downtime for infrastructure driven by events.
Recommended Event Path—Hybrid Cloud Management (HCM)

Tuesday, 26 March 2019

13:30 - 15:00
Micro Focus mainstage keynote

16:00 - 17:30
ITOM keynote: Run and transform your business
Delivered by Tom Goguen, ITOM General Manager and Chief Product Officer, the track keynote will offer an insider’s view into the latest innovations in ITOM and how the Micro Focus approach can help your operations team address the challenges of hybrid IT management.

Tom Goguen, ITOM General Manager and Chief Product Officer, Micro Focus

Wednesday, 27 March 2019

09:30 - 10:00
Change drivers in ITOM at Rabobank: Analytics and automation
Changing customer behavior, open markets, regulations, and disruptive technologies change the FSI business. With Fintechs, hybrid IT, DevOps, robotics, and AI, there’s also no shortage of choices for change in IT. Faced with the pressure of change, IT at Rabobank is adopting new technologies and is automating everything in order to be as agile as possible. Learn how Rabobank uses radical IT automation and analytics with Operations Bridge to provide this more lean and agile way of working.

Toine Jenniskens, Business Architect, Rabobank

10:00 - 10:30
Grand operations for a grand airport
How do you deploy end-to-end automation for what will be the biggest airport in Europe and among the top 10 in the world? Istanbul Grand Airport (IGA) chose Micro Focus to automate operations across all its services—from always-on monitoring with Operations Bridge to private cloud offerings with Hybrid Cloud Management, from server farm provisioning and patching with Data Center Automation to network automation with Network Operations Management. Join this session to hear how IGA launched the airport into the skies in an incredibly short time of less than one year.

Emrah BAYARÇELİK, IT Infrastructure and Security Group Manager, IGA (Istanbul Grand Airport)

11:00 - 11:30
Get ready for Robotic Process Automation
What’s the difference between IT Process Automation (ITPA) and Robotic Process Automation (RPA)? What repetitive, error-prone business processes can you automate with RPA? How do you interact with legacy applications? Can you scale your RPA at enterprise-level? In this session, you’ll learn about the Micro Focus RPA product, hear about use cases, and see a live demo. Join the fun and be one of the first to experience Micro Focus RPA!

Micro Focus Product Management Team
Experience IT Operations Management (ITOM)

Wednesday, 27 March 2019

11:30 - 12:00
Case study: Achieve optimal cloud transformation
Wipro is a leading global information technology, consulting, and business process services company. In collaboration with Micro Focus, Wipro offers enterprises a well-rounded, best-of-breed cloud transformation solution that helps it cost effectively manage its hybrid and multi-cloud environments. Join Vinay Ramananda, Head of Client Solutions and Presales for Wipro, who will discuss how Micro Focus’ Hybrid Cloud Management solution helped the company meet client requirements for multi-cloud and multi-tenancy support. Vinay will also offer insight into how Wipro plans to collaborate with Micro Focus on next-generation Hybrid Cloud Management to drive innovation into Wipro’s Cloud Transformation offering.

Vinay Ramananda, Head of Client Solutions and Presales – Cloud Infrastructure services, Wipro

16:30 - 17:30
Hybrid Cloud Management: Day 1 production-ready solution
Join this workshop to learn how Hybrid Cloud Management (HCM) serves as a Day 1, production-ready solution. See how IT can gain visibility into cloud spend for tracking and optimization. Understand how HCM accelerates application release automation by bridging the gap between Dev and Ops toolsets. Gain access to 6,000+ out-of-the-box flows and automate your IT operations tasks, including for cloud and non-cloud activities.

Thursday, 28 March 2019

09:30 - 10:00
Hybrid and multi-cloud management with Hybrid Cloud Management
In today’s IT world, hybrid and multi-cloud environments are the new reality. As a result, enterprises and service providers are tasked with tracking and governing multi-cloud spending while also accelerating hybrid IT delivery by embracing multi-cloud services. Join us to learn how, with a few clicks, Micro Focus Hybrid Cloud Management (HCM) can bring hybrid and multi-cloud services to your customers and govern them in a simple, intuitive manner. In addition, learn how HCM can help you accelerate your DevOps infrastructure and application delivery, and assist with your cloud migration. Join us and take control of your hybrid and multi-cloud environment.

Pradeep Kumar Chaturvedi, Product Management Director for Hybrid Cloud Management, Micro Focus

Back to Contents page
Recommended Event Path – Data Center Automation (DCA)

Tuesday, 26 March 2019

13:30 - 15:00
Micro Focus mainstage keynote

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Tom Goguen, ITOM General Manager and Chief Product Officer, Micro Focus

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Emrah BAYARÇELİK, IT Infrastructure and Security Group Manager, IGA (Istanbul Grand Airport)

11:00 - 12:00
Automate vulnerability risk and IT compliance management
Data Center Automation X (DCAX) automates vulnerability risk and IT compliance management across multi-vendor server OS platforms, databases, and middleware for the hybrid enterprise. Join this workshop to learn how DCAX helps you assess the risk state of data center resources against policies, visualize and prioritize risks in actionable dashboards, and orchestrate remediation according to service-level objectives and maintenance windows.
Wednesday, 27 March 2019

15:00 - 16:00
Data Center Automation customer presentations
Learn how our customers keep hybrid infrastructure compliant and secure with the Micro Focus DCA solution.

- 15:00 - 15:30 Private cloud services and culture shift go hand-in-hand
  Telefonica offers private cloud services to hundreds of Spanish enterprise customers. The brain of this offering is Operations Orchestration, with meticulous, behind-the-scenes flows that fulfill customers’ requests for new and upgraded cloud services. Telefonica also uses DCA Server Automation to keep its cloud servers compliant and free of risks. Additionally, to plan, scale, and be ready for customer demands, a culture shift is necessary. This session will cover the cloud ecosystem and how Telefonica managed the cultural change to evolve toward a customer-facing organization.

  Alberto de la Morena Sanz, Head of Cloud Management Platforms, Telefónica

- 15:30 - 16:00 Credit Bureau automates site switch, plans patch with DCA
  Governed by strict regulations, Kredi Kayıt Burosu (KKB), Turkey’s first and only credit bureau, completed data center disaster site switch automation using Operations Orchestration. Now, the switchover runs in less than one hour and with zero data loss. Next, KKB is piloting centralized compliance and patch management with containerized DCA. In this session, KKB will share first-hand experiences with the disaster switchover and the DCA pilot deployment projects.

  Muhammed ALDOĞAN, Automation Senior Engineer, KKB (Kredi Kayıt Burosu)

Thursday, 28 March 2019

10:00 - 10:30
What’s new in Data Center Automation
Data Center Automation (DCA) is entering a new market. IT compliance and vulnerability risk management, meet Data Center Automation X (DCAX). No doubt you’ll have questions. What does DCAX mean for Server Automation (SA) deployments? How do you secure your data center against compliance and vulnerability risks? Join this session to hear how DCAX automates risk management and integrates with SA to fulfill new use cases. We’ll also share the DCAX innovation roadmap.

  Cosmin Rus, Product Manager for Data Center Automation, Micro Focus
Recommended Event Path – Network Operations Management (NOM)

Tuesday, 26 March 2019

13:30 - 15:00
Micro Focus mainstage keynote

16:00 - 17:30
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Emrah BAYARÇELİK, IT Infrastructure and Security Group Manager, IGA (Istanbul Grand Airport)

15:00 - 16:00
How to be efficient using Network Operations Management
Join for a hands-on workshop to learn about key innovations in Network Operations Management (NOM) that can help you reduce network troubleshooting time from hours to minutes, manage your wireless network, and find the quality of network between data center in the cloud and on-premises data center.
Wednesday, 27 March 2019

16:30 - 17:00
Enabling effective network management for IT service customers
As a leading IT service company, KoçSistem must ensure that its customers are receiving the highest service levels and, of equal importance, that those services are delivered cost-effectively. Join us in this important session to learn how Network Operations Management (NOM) from Micro Focus enables the end-to-end monitoring delivered by KoçSistem for its 300+ business customers. Hear how Network Operations Management is integrated with both IT event-consolidation and service-management tools, and why KoçSistem replaced SolarWinds with NOM as its network management solution. Additionally, hear how Network Operations Management tools and reports are effective in delivering service reporting to the broad set of customers supported by KoçSistem.

Fevzi Gümüş, Principal Expert, Monitoring and Automation Team, KoçSistem

17:00 - 17:30
Managing and automating the massive network for Italy’s largest highway system
Atlantia S.p.A, Autostrade per l’Italia is the largest motorway concessionaire in Italy and manages more than 3000 km of highway, serving 5 million users per day. The Autostrade network, a full private IP network consisting of more than 4000km of fiber optics, has doubled in size every three years and now supports 25000 IP devices to monitor the highway. Due to the large physical dimension of the network and the huge number of nodes, Autostrade implemented a network management system that is fully centralized and scalable, allowing 400 users from 10 NOCs to monitor the health of the network on a 24/7 basis. In addition to learning how Autostrade has deployed and monitors this high-reliability network, gain insight as to the extensive automation it has implemented to manage the growing complexity of this world-class network.

Renato Pucci, Team Lead, Network Monitoring, Autostrade per l’Italia

Thursday, 28 March 2019

10:30 - 11:00
Network Operations Management strategy and roadmap session
Interested in learning about the future for Network Operations Management (NOM)? Would you like to have your voice heard about development of new features? If yes, you’ve come to the correct session. Join NOM product leaders as they discuss the latest industry trends and how those will drive new capabilities for NOM. Voice your opinion and hear from your peers in this exciting and interactive session.

Brian Kaplan, Product Manager, Network Operations Management, Micro Focus
Recommended Event Path – Data Protection

Tuesday, 26 March 2019

13:30 - 15:00
Micro Focus mainstage keynote

16:00 - 17:30
ITOM keynote: Run and transform your business
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Tom Goguen, ITOM General Manager and Chief Product Officer, Micro Focus

Wednesday, 27 March 2019

09:30 - 16:00
Data Protector customer presentations
Choose from our top DP customer presentations across various industries throughout EMEA.

- 09:30 - 10:00
  Almac: Centralizing remote site backups with Data Protector
  The Almac Group, which provides an extensive range of integrated services to the pharmaceutical and biotech sectors globally, recently took a significant step forward as it successfully implemented and consolidated backup technologies between its global HQ and its UK and Ireland remote sites using Data Protector and HPE StoreOnce Technology. In this session, you will hear how to achieve a similar outcome, why the company selected Data Protector over other industry-leading solutions, and key drivers for doing so, including standardization, replication, retention, and licensing.
  Darren O’Neill, Systems Engineer, Almac

- 10:00 - 10:30
  Backup and recovery solutions: Why Iskratel chose Data Protector
  Iskratel, a leading European ICT provider has relied on Data Protector as its backup solution for many years. Last year, the time came to evaluate its existing data protection strategy and the organization’s priorities and needs. Part of that process meant evaluating Data Protector as the ongoing solution. Based on a wide range of evaluation criteria related to technology, price, licensing model, specifics of the IT environment, and other factors, Iskratel concluded to further use and invest in Micro Focus Data Protector. In this presentation, Iskratel will describe the evaluation process and share the conclusions that led to the final decision.
  Anton Kavčič, Director of IT department, RC IKT d.o.o.
Wednesday, 27 March 2019

11:00 - 11:30  
Atcore: Meeting the challenge of VM backup  
One of the UK’s most established and innovative travel technology groups, Atcore offers market-leading solutions that are integral to the continued success of the household names it powers. Atcore has been a user of Data Protector for many years, but the ever-growing volumes of data and the challenge of virtual machine protection was increasing the complexity of its backup and recovery environment and putting pressure on its existing data protection strategy. In this session you will hear how Atcore met the challenge of virtual machine protection, reducing the backup window and improving RTO with a combination of Data Protector VMware integration, HPE StoreOnce storage arrays, SAN transportation, and Cloud Bank Azure storage for offsite retention.  

Gary Pyett, Systems Consultant, ATCORE  

11:30 - 12:00  
DATAGROUP: Backing up a diverse environment to meet SLAs  
As one of Germany’s leading IT service providers, DATAGROUP has the responsibility of backing up – and when needed, recovering – its customers’ data across Europe. In this session, you will learn how DATAGROUP meets a wide range of SLA requirements within a complex and heterogeneous IT environment, and how the company can confidently address challenges with Data Protector. Hear about integrations with other tools used to manage the environment, steps taken to automate the backup environment for smooth operation, challenges mastered, and lessons learned from this process.  

Jesko Dirting, Lead Architect Backup-Solutions, Datagroup Enterprise Service  

16:30 - 17:30  
Data Protector strategy and roadmap  
Data Protector continues to deliver on our singular focus to be the best backup and recovery solution for hybrid enterprise. In this session, we will review our superior support for mission-critical applications, broad multi-vendor storage support, advanced integrations for virtual environments, built-in security features, and exceptional scalability. You will learn how to benefit from our expanded ecosystem, as we develop new solutions and reference architectures for technologies such as KVM, Nutanix, and Docker. And as part of the Micro Focus ITOM portfolio, we will continue to leverage common IP to deliver Data Protector integrations with products such as Operations Orchestration, Business Value Dashboard, and Hybrid Cloud Management.  

Tyler G. Peterson, Senior Product Manager, Data Protector, Micro Focus  
Uli Wallscheid, Senior Product Manager, Data Protector, Micro Focus  

Thursday, 28 March 2019

09:30 - 10:30  
Data Protector 10 overview, upgrade process with Q&A  
Join us for a hands-on walkthrough of the Data Protector (DP) roadmap as well as the DP 10 upgrade process (from 8/9) including features, preparation, support matrices, and security concepts migration. Get a glimpse into the new DP 10 GUI, including the scheduler, reporting server, and dashboard. We’ll conclude the workshop with an interactive Q&A.
Learn more or register today
http://www.microfocus.com/universe

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Grow your skills via in-depth workshops.
Ask our experts all your questions and benefit from in-person conversations and guidance.
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In addition to ITOM, what other transformational topics can I discover at Micro Focus Universe?
Application Delivery Management
Application Modernization and Connectivity
End User Productivity
Security, Risk, and Governance
We look forward to working with you in Vienna.