



Hewlett Packard
Enterprise

Brochure

Connected intelligence

HPE Service Anywhere





IT service management with connected intelligence

Today's business environment is rapidly changing with the digital transformation brought on by the cloud, Big Data, security, social, and mobile. Along with these expanding technologies, is the growing expectation from business users of a more consumerized experience. This new style of business changes the way technology is consumed, delivered, and purchased. However, the IT landscape is often poorly connected to today's business landscape with groups across the organization unable to connect, leverage the other's experience and knowledge.

As a result, IT finds itself inundated with repetitive requests, starting each day with a growing list of open support tickets and service requests, while struggling to deliver the strategic projects that expand the business and create competitive advantage.

HPE Service Anywhere is a cloud-based ITSM service desk solution that helps IT organizations meet these challenges. In addition to the capabilities expected in an ITIL service desk, HPE Service Anywhere provides a collaborative user experience and delivers Big Data-based connected intelligence for proactive problem solving and actionable insight across the IT and business user service desk landscapes.

The result is an IT organization that can deliver services faster with improved service quality and self-sufficiency, radically reducing the number of IT help desk tickets. The business can use IT resources on strategic projects, leverage new knowledge in decision-making processes, and improve its competitive advantage.

A complete service desk in the cloud

HPE Service Anywhere offers the capabilities you expect in an ITIL based service desk, such as incident, problem, change, configuration, request, release, and service-level management, together with innovative approaches for knowledge management, analytics, and social self-service.

Unlike traditional IT service desk solutions with ordinary and often ineffective knowledge management, HPE Service Anywhere takes a unique approach to knowledge that delivers connected intelligence to users, end users, and management stakeholders. By helping reduce knowledge silos and organically growing new knowledge derived from unstructured data such as searches, text strings, and related social sources, organizations can gain a new level of insight.

The service desk solution includes an engaging service portal with capabilities such as request management and fulfillment, asset management, and idea proposal. The portal also has peer-to-peer collaboration, supporting a more consumerized approach to IT.

The modern architecture enables HPE Service Anywhere to be deployed in a variety of configurations to support both, central IT and different departments, or lines of business (LoBs). And, with embedded Big Data, HPE Service Anywhere delivers a rich user experience throughout the solution. Users enjoy a modern, intuitive, and easy-to-use interface along with tablet and smartphone compatibility for anywhere, anytime access.

Big Data changes ITSM

HPE Service Anywhere has embedded industry-leading HPE Haven technology for Big Data capabilities that improve staff efficiency and the user experience across the application. HPE Service Anywhere provides superior knowledge management, as well as powerful analytics for process improvement and proactive problem solving. Change analytics are particularly powerful in identifying process improvements. The service desk team can capture meaningful interactions of staff, customers, records, and virtually all forms of information—audio, video, images, social media, email, and Web content. It also uses structured data such as incident records and customer transaction logs.

HPE Haven technology provides a conceptual and contextual understanding of business content. It enables HPE Service Anywhere users to consume, analyze, and make informed decisions using fully relevant information at the speed of business.

Making social collaboration the new normal

Simple conversations are the foundation of social collaboration. Today, those conversations can span many sources such as chat, searches, voice, blogs, email, wikis, and other media. In fact, it's the new normal. HPE Service Anywhere recognizes that these conversations contain valuable insights that can be captured, leveraged in identifying trends, and knowledge reused. HPE Service Anywhere has been purposefully designed to facilitate these interactions rather than discourage conversations by requiring "fixed formats" like most other applications.

HPE Service Anywhere can capture conversations and pull disparate content into a single view, to create a single conversation record between IT staff and the end users. A conversation that, in business context, becomes knowledge, finds better answers, gives faster responses, and provides valuable decision input. This ease of collaboration encourages users to engage with IT and their peers retaining more knowledge and making the service desk more relevant, rather than looking to outside or even unsanctioned sources for the information and help they need.

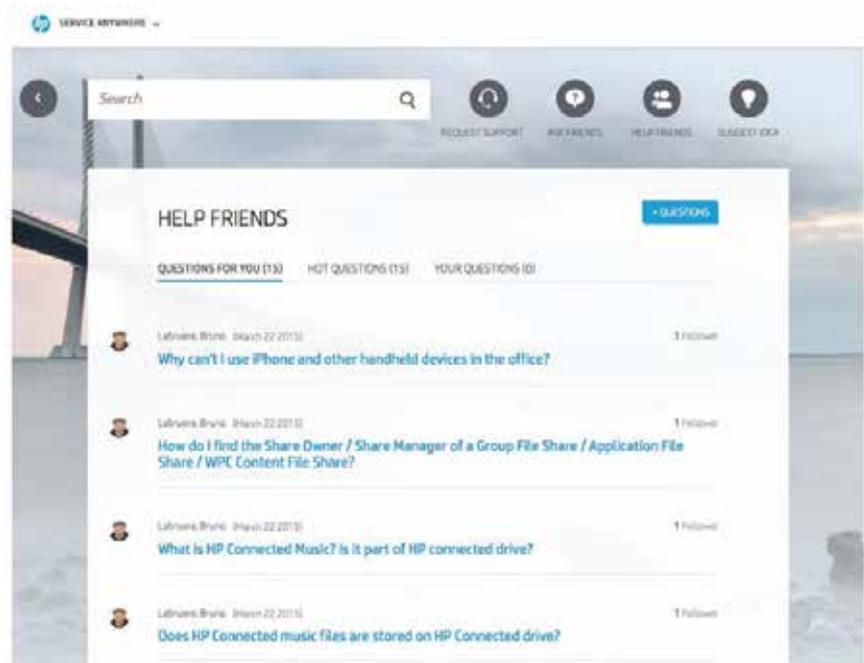


Figure 1: HPE Service Anywhere social collaboration

For managers: Best practices, fast time-to-value, and actionable analytics

HPE Service Anywhere includes out-of-the-box ITIL industry best practices that give your service desk the advantages of the HPE ITSM experience and contribute to ease of onboarding. The intuitive user interface speeds user adoption and improves user satisfaction. Combined with specific, fit-for-purpose service desk roles and simple configuration, your team can be up and running quickly for a fast time-to-value on your investment.

Along with full reporting and dashboards, HPE Service Anywhere also provides customer survey management capabilities. User-friendly survey formats help raise response rates, and Big Data analytics help analyze your survey results. This includes better understanding of customer satisfaction by providing insight into unstructured survey comments.

Actionable analytics are integral to this ITIL service desk solution—HPE Service Anywhere—and can be used to identify newly emerging user-driven requirements early in the lifecycle before a volume of tickets is generated. The analytics can also find knowledge gaps that are impacting business productivity but at a level undetected by IT.

HPE Service Anywhere capabilities further include asset management and application portfolio management. Integrated asset management enhances multiple processes such as request fulfillment, incident, and problem management. Leveraging a common platform and sharing data further enhances the coverage and time-to-value for unified service lifecycle management. And for service providers and organizations that are providing unique services to different departments or entities, HPE Service Anywhere can be quickly deployed and easily configured to support these environments.

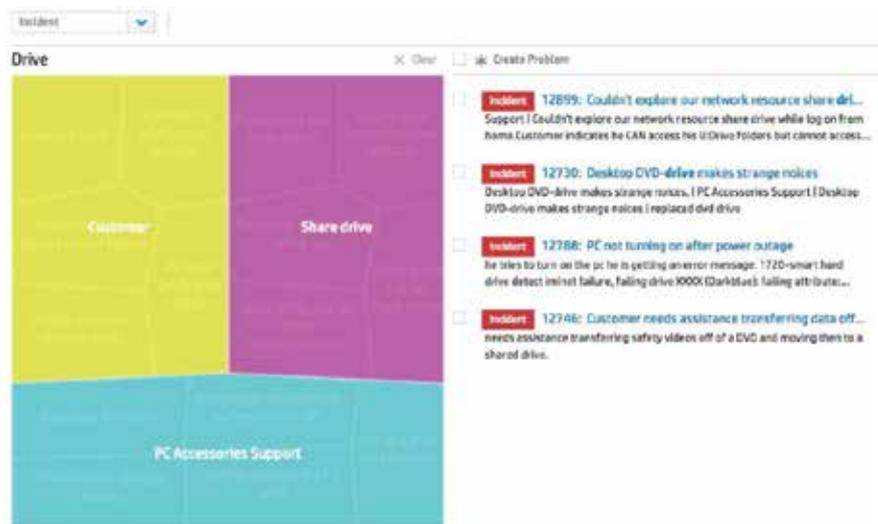


Figure 2: Incident hot topic analytics for proactive problem management

This Big Data ITIL service desk also provides trending and analytics based on actual operations data that is used to proactively identify issues and areas of process improvement.

For example, in the change management process, Big Data analytics detects the similarities and differences of successful processes as compared to those with poor success rates. The comparisons suggest changes that may improve the poorer performing processes.

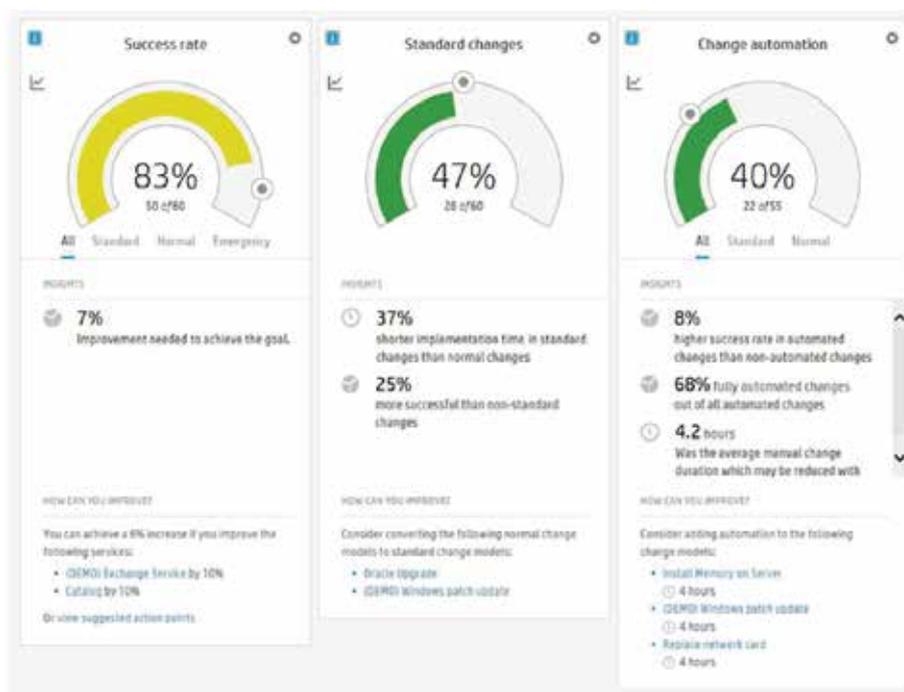


Figure 3: Change process analytics

The Big Data analytics detects where automation is needed and suggests what automation changes can return the highest value. With this information, a manager can improve service quality and make smart choices when selecting new automation projects.

For IT staff: Broad capabilities, unprecedented ease of use

HPE Service Anywhere provides a complete array of IT service desk capabilities, including request handling, incident management, problem management, change management, configuration management, service-level management, request fulfillment, release management, and more—all aligning with ITIL industry best practices for ITSM.

Specifically designed for ease of use, administration, and maintenance, HPE Service Anywhere features a simplified, intuitive, graphical user interface—so operators and agents can focus on resolving issues rather than using the tool. The intelligent natural search technology from Haven actively suggests solutions to IT agents. This helps to arrive at the correct answer faster and reduce variance in search results introduced by individual agent search techniques.

HPE Service Anywhere also improves productivity among novice IT staff. For example, it provides a graphical representation of the workflow within the ticket, reinforcing the process so that novice staff have the same understanding of the workflow as experienced service desk professionals.

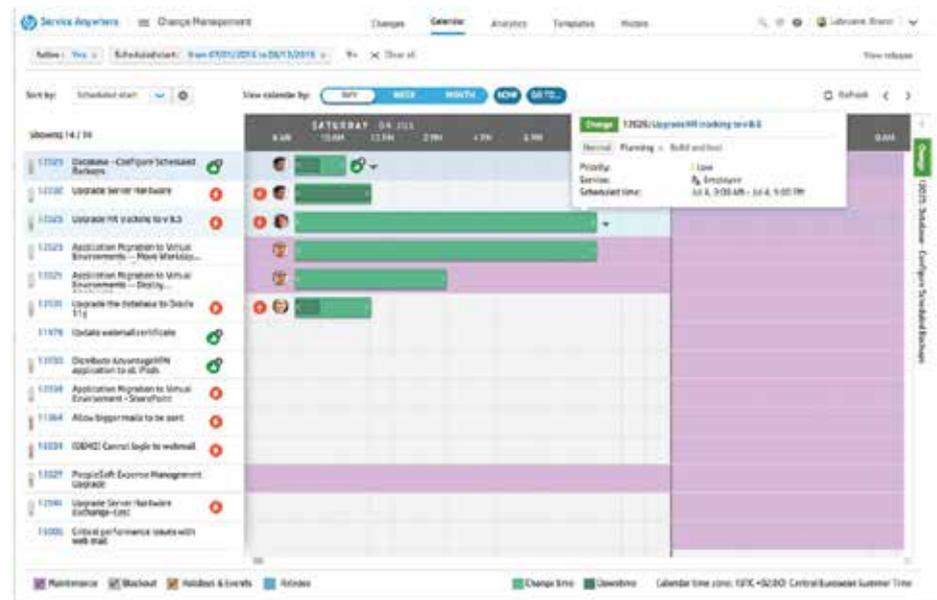


Figure 4: HPE Service Anywhere Change Calendar

For asset and application managers: Visibility and control of the IT service landscape

HPE Service Anywhere has broad asset management capabilities, including Service Asset and Configuration Management (SACM), Software Asset Management (SAM), financial management, stock management, and contract and vendor management. Big Data service desk reporting capabilities provide visibility into operational performance, financial investment, and process improvement analytics.

HPE Service Anywhere also includes application portfolio management capabilities to help optimize IT investments and reduce risk associated with older applications. Portfolio managers can manage the application catalog and portfolios. Application owners manage and publish roadmaps. Bubble chart analytics provide insight into value vs. quality. Application portfolio management is a tremendous aid in deciding which, if any, internal applications could be or should be moved externally to the cloud.

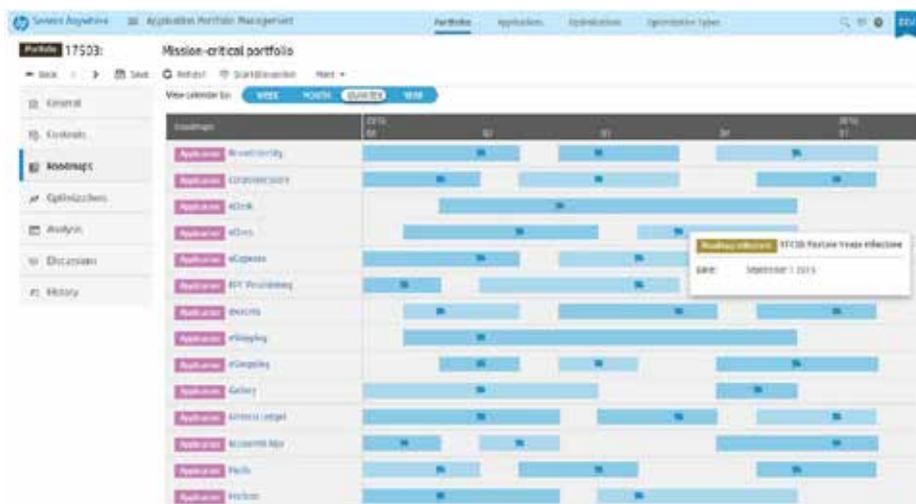


Figure 5: Application Portfolio Roadmaps

For business relationship managers: Ideas and innovations

Your business users are the people that know your business best and engaging those users to share ideas is a crucial to innovation in your business.

HPE Service Anywhere provides idea and proposal management capabilities that make it easy to capture and manage ideas. Using Big Data, better and more popular ideas are automatically identified and prioritized for review. These ideas can then be moved forward on a path of application portfolio management.

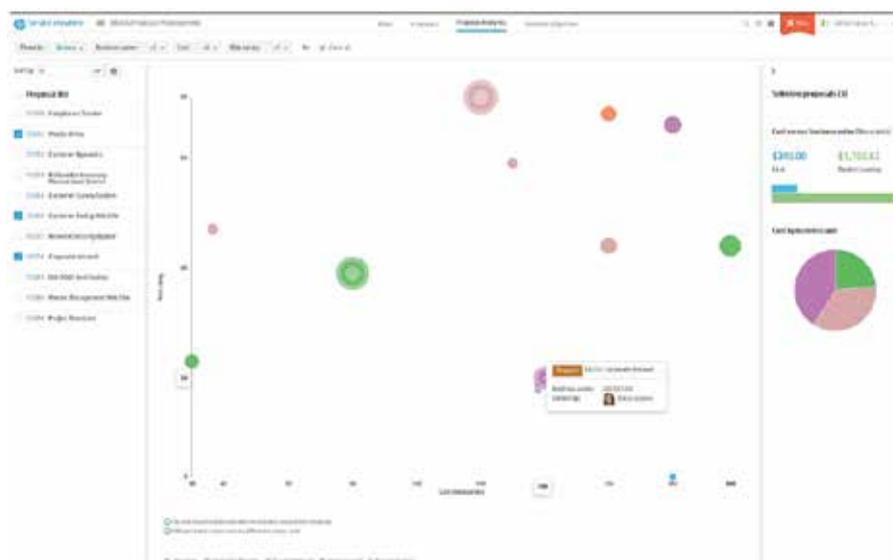


Figure 6: Proposal management

This crowd-sourcing approach to capturing ideas raises satisfaction across the user community as users feel engaged and recognized as active participants in problem solving, development of new services, and business innovation.

For end users: An engaging service portal

The HPE Service Anywhere service portal provides a single intuitive interface where end users can browse the catalog of services, request services, read service news, submit ideas, collaborate with their peers, search for knowledge, and request support. The service catalog interface is easy to administer and easy to use. Changing of catalog categories, services, and offerings can be done directly from the end-user interface for what-you-see-is-what-you-get (WYSIWYG) publishing.

Requests and service support are fulfilled and managed by the service desk. Chat, live agent support, and submitting a self-service ticket connect end-users and IT staff. Various levels of automation can also handle common tasks.

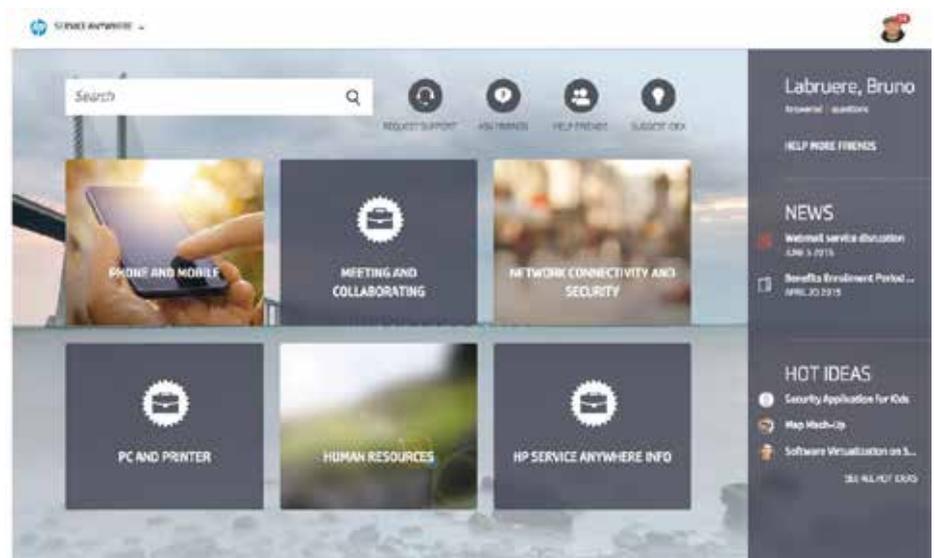


Figure 7: Service portal

The HPE Service Anywhere service desk portal is the hub for social collaboration. While other vendors may recognize that better collaboration produces better results, their help desk solutions don't match the way today's professionals prefer to work. So, those tools can discourage collaboration, limit value provided to end-users, and slow adoption by users.

With HPE Service Anywhere, social collaboration becomes the new normal. Users can search, post questions, and request assistance from their peers and user community. Smart matching brings a user's questions to the attention of colleagues with related expertise. Users are guided toward the most appropriate service or support request, tailor-made for the type of need that brought them to the portal. Conversations are captured for knowledge reuse and answers rated so as to continually build as well as improve available knowledge for future use. The result is fewer tickets to IT and higher IT end-user satisfaction.

The service portal is also where users may optionally submit ideas for enhancements, process improvements, and innovations, which are then managed using the idea and proposal management capabilities.

For administrators: Tailoring flexible integrations, painless updates

HPE Service Anywhere helps simplify configuration and tailoring of the service desk solution through graphical codeless configuration tools. This often starts with editing or creating process flows and is accompanied by easy-to-use, graphical form as well as table editors. Modifications to workflows, tasks, and business rules can be done without any programming. All of this enables quick and easy initial implementations.

HPE Service Anywhere’s fit-for-purpose approach of providing specific user interfaces for individual roles such as live support agents or change managers also reduces the amount of configuration required. The robust ITSM process support reduces configuration and tailoring required simplifying administration and shortening deployment times.

Ongoing administration and maintenance are also greatly simplified. Upgrades to other IT service desk solutions can be a major headache for administrators, because configuration and other customizations aren’t compatible with new releases from the vendor. HPE Service Anywhere solves the problem by isolating user edits performed in the graphical configuration tools from the HPE system code. Configurations and tailoring are then preserved when Hewlett Packard Enterprise introduces updates.

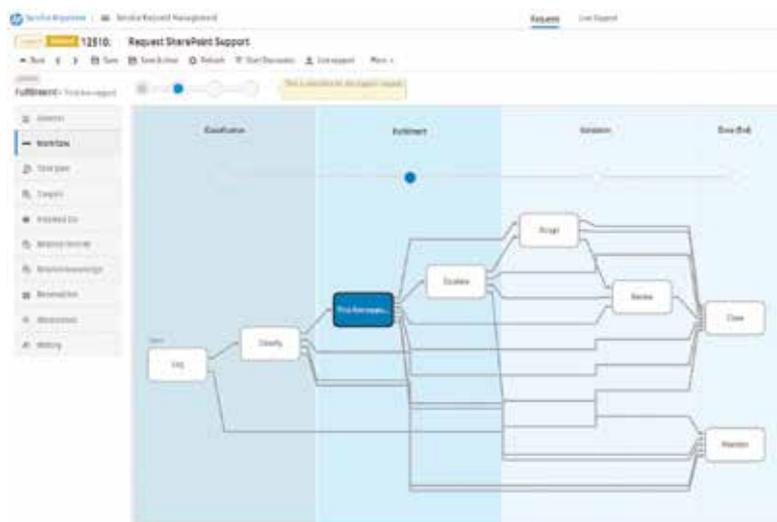


Figure 8: Sample graphical workflow

HPE Service Anywhere includes an out-of-the-box integration to HPE Universal Configuration Management Database (UCMDB), which, when combined with HPE Universal Discovery, gives customers visibility into their infrastructure and applications. It automatically flows configuration items, topology, and asset information into HPE Service Anywhere as a service asset, where a user can directly drill down into the detail of a configuration item through the UCMDB browser.



Native integrations further include HPE Operations Orchestration for task automation, HPE Service Manager for ticket exchange, HPE Propel, and HPE Operations Manager i (OMi) for integrated event-incident management. Additional integrations include email, federated single sign on, and data extraction for input into business intelligence tools.

HPE Service Anywhere supports a variety of options for integrating with customer data, including HPE Web Services and HPE Connect-IT for integrations with databases, lightweight directory access protocol (LDAP), and Web services. An on-premise bridge is provided, enabling creation of a reliable channel between the on-premise applications and HPE Service Anywhere. Connect-IT is used for an on-premise UCMDB to push information to HPE Service Anywhere, or for HPE Service Anywhere to call a Web service on premise. And, the HPE Propel service exchange provides another modern integration option especially for case and ticket exchange between non-HPE services desks.

Benefits of a SaaS service desk

An IT service desk should make life simpler for employees, customers, and IT staff who need information. It should enable agents and representatives to provide fast, helpful answers to questions, quickly resolve calls, and encourage better communication. But all too often, the service desk ends up adding complexity, confusion, constraint, and cost to an already overburdened IT organization. It can be difficult to access and use, cumbersome to maintain, hard to integrate with other IT operations solutions, and difficult to upgrade. Hewlett Packard Enterprise has a simpler solution.

HPE Service Anywhere is a software-as-a-service (SaaS) IT service desk solution—built on a native SaaS platform—that provides IT a greater opportunity to deliver real business value through lower, predictable costs, and an increased ability to focus on innovation and differentiation. The service is hosted in regional HPE-operated data centers that keep the service up and running 24x7x365, and with a 99.9 percent availability service level. Subscription pricing is simple, flexible, and predictable with no upfront capital cost, annual maintenance, or support fees. Supporting both named and concurrent licensing provides cost saving options. HPE SaaS operations handles the application updates, removing the risks associated with upgrading on-premise software. HPE Service Anywhere is built on the HPE multi-tenant cloud platform and meets enterprise requirements for scalability, upgradability, and disaster recovery.

Harnesses the HPE ITSM expertise

HPE Service Anywhere was developed by an engineering and product team with extensive ITSM industry experience, allowing organizations to benefit from proven processes and industry best practices. Our out-of-the-box best practices make onboarding easy and also helps accelerate user adoption.

Hewlett Packard Enterprise complements the built-in value of HPE Service Anywhere with a broad range of professional services, including assessments, process consulting and design, implementation services, and management of change. HPE offers a variety of training options through HPE Software Education Services.

HPE's support, certified by Technology Services Industry Association (TSIA), helps keep service desks up and running at peak performance 24x7x365. Hewlett Packard Enterprise also has a worldwide network of highly qualified ITSM partners who provide full service capabilities such as quick-start packages, migration services, process consulting, and implementation services.

The HPE advantage

HPE Service Anywhere combines to improve service quality, improve employee efficiency for both IT staff and end-users, and reduce the number of tickets that must be dealt with. Only Hewlett Packard Enterprise delivers connected intelligence through deeply embedded Big Data technology that delivers the right answers to IT, users, and the business in today's IT environment. HPE Service Anywhere captures valuable social conversations and interactions, identifying trends, creating invaluable company intellectual property, and has the ability to intelligently access this information at the speed of business to create competitive advantage.

The social self-service portal in HPE Service Anywhere, supported by powerful natural language search and consumer-centric social media features, empowers users to help themselves and others—reducing the number of issues and requests to IT while enabling self-sufficiency as desired, and improving satisfaction.

Easy to use, configure, administer, and maintain, HPE Service Anywhere can be deployed quickly. With codeless configuration and true SaaS, upgrades become seamless. HPE Service Anywhere is a great fit for agile, continuous delivery minded organizations of all sizes.

HPE Service Anywhere comes with many years of ITSM experience, best practices, and embedded ITIL industry best processes, which includes world-class support. Simply put, it's a complete ITSM solution from a single, trusted business partner. It is a solution that can help reduce total cost of ownership (TCO) for the IT service desk and reduce your operational risk, while increasing productivity as well as collaboration across the organization.

Brochure

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HPE Service Anywhere brochure: Connected intelligence

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