

# HPE Propel Foundation Service

## Executive Summary

Usability, speed, and agility are changing. Your organization can now obtain IT infrastructure, applications, and services from a plethora of traditional and new sources. In this new era, the end users of your IT services expect to be able to do more themselves—from submitting requests to dealing with problems through their choice of devices or interfaces.

While this new approach brings many immediate benefits, it also introduces inefficiencies that range from an inability to optimize the overall allocation of IT resources and budgets, to impacts on the level of service provided.

A user-friendly IT portal with supporting IT service catalogs can help you address these challenges that come with the rise of automation and self-service IT. When IT gains the ability to aggregate all end-user catalogs and offer users one secure, governed access point, this puts IT back in control and offers end users time savings as they search for IT solutions.

## Statistics:

By 2018, one out of every five dollars spent on packaged software will be consumed via the cloud.<sup>1</sup>

By 2015, 35% of technology spending will be made by the business outside the control of IT.<sup>2</sup>

## Regain control with HPE Propel

Increasingly, end users and business unit leaders are bypassing IT altogether and procuring services outside the purview of IT. Known as 'shadow IT,' this exerts a toll on IT. And for end users, the number of disparate and unrelated IT service catalogs grows, creating what is called 'catalog sprawl.' Industry analysts estimate a large majority of IT organizations face catalog sprawl—a confusing and inefficient way to offer and support IT goods and services.

For IT organizations to regain control over services procured outside of IT while retaining the benefits of self-service for the business, IT needs to take on the role of IT Service Broker, selecting, aggregating, contracting, and governing the best possible combination of internal and external service providers.

Unifying the various catalogs in use and providing consumers with a single, user-friendly portal for ordering IT goods and services, including after-purchase support, is a significant technology challenge.

HPE Propel and HPE Software Services can help IT transition to the IT service broker role and directly tackle the challenges of shadow IT and catalog sprawl by:

- Simplifying management of multiple IT suppliers through a single portal and catalog that aggregates multiple catalogs in the back end
- Improving service levels and achieving faster resolution through self-service
- Helping you avoid point integrations and simplify upgrades via an open service exchange

- Protecting your backend system investments and processes as HPE Propel complements your existing deployments
- Increasing employee satisfaction and productivity by addressing the full spectrum of IT service demand through a consumer-friendly single engagement point

HPE Propel is designed to deliver choice for deployment across cloud, on premise, and mobile environments. The product is offered as an appliance that can be rapidly deployed on your infrastructure.

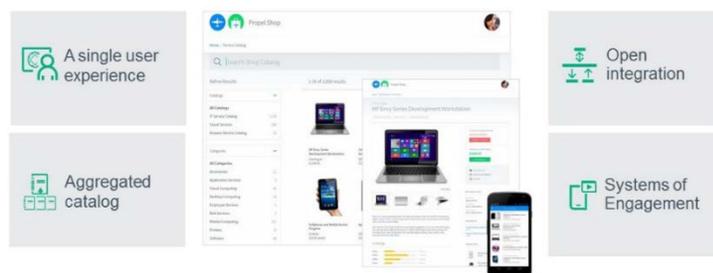
## HPE Propel Foundation Service

HPE Propel Foundation Service is a fixed-price implementation service that deploys HPE Propel in the customer environment and integrates it with HPE Service Manager. Upon completion of delivery of the service, you will have a working HPE Propel environment with the following items implemented:

- HPE Propel Test and Production environments deployed
- Integration with Identity Management System
- Aggregation of the following Service Manager functions to the HPE Propel portal:
  - Service Catalog
  - Catalog request
  - Support request
  - Knowledge article search and retrieval
- IT news and notifications

<sup>1</sup> IDC, Worldwide SaaS and Cloud Software 2014–2018 Forecast and 2013 Vendor Shares, July 2014

<sup>2</sup> Gartner, September 2013



## Service brief

### The implementation approach

HPE Software Services applies a standardized implementation method that is based on 20+ years of experience in large, complex organizations

Your HPE Propel initiative starts with a design and analysis phase during which the scope for the HPE Propel implementation is refined and adjusted to meet your unique requirements. It is helpful to have representatives from line-of-business customers involved from the beginning.

During the subsequent build phase, a test environment is created according to the outcome of the analysis and design phase. Testing (functional acceptance, system integration, and user acceptance) is performed against this environment. Next, the agreed implementation is rolled out to production and handed over to the end-user customers.

HPE offers project management and technical oversight across these activities as part of the service.

### Benefits

**Quick time to value:** HPE Propel Foundation Service is designed to leverage your investment in HPE Service Manager and aggregate key functions targeted at the business user. Our standard, proven approach helps to ensure that benefits are achieved rapidly.

**Improve collaboration between IT and your business unit customers:** An HPE Propel implementation requires line-of-business stakeholders to be involved from the beginning to ensure buy-in and sustained adoption.

**Employee self-service throughout the service lifecycle:** HPE Propel provides a one-stop shop for IT, business services, and information. Accessible from the web or mobile device, HPE Propel can display all IT services, service requests, and status updates in one location. It offers a modern, easy-to-use and visually attractive tool to interact with IT.

### Related services

#### HPE Propel Supplier Integration Services

HPE Propel offers a unique capability to orchestrate processes across multiple ITSM systems operated by multiple service providers using the HPE Propel Service Exchange. This allows you to reduce the number of point-to-point integrations, many of which use product-centric integration architectures and require a complex, costly maintenance effort. HPE Software Services can help you expand from your initial HPE Propel implementation with a standard interface to onboard service providers and their services to your HPE Propel platform—quickly and cost-effectively.

#### HPE Service Catalog Assessment Service

A prerequisite for a successful IT service catalog implementation is a well-defined service portfolio. This will provide common understanding between IT and the business on the requirements for presenting and managing the service lifecycle within the IT service catalog. The HPE Service Catalog Assessment service will help your organization to:

- Determine service catalog process maturity and steps to enable quick wins that will accelerate adoption
- Identify and address risks to the reliable delivery of IT services and fulfillment of catalog requests

- Analyze supplier integration
- Prioritize service improvement initiatives and align them with transformation plans
- Establish a baseline for measuring achievements/improvements

#### HPE Business Service Catalog Strategy and Design Service

This service complements the HPE Propel Foundation Service by helping you establish clear definitions of what your business service portfolio is and how it should be published and presented to business users. It helps you document how the services in that portfolio are mapped to the business, and include performance metrics that should be established based on business unit priorities and expected service levels. For optimal success, we recommend that the dependencies and requirements for both internal and external service providers be documented.

### For more information

HPE Software gives you the power to gain connected intelligence for the new style of enterprise IT—anytime, anywhere, quickly and securely.

Learn more at

**HPE Propel**  
**HPE Service Broker**  
**HPE Software Services**



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