

# HPE Service Provisioner 8.0 software



Make service provisioning simple through a catalog-driven process. Manage subscription information quickly and efficiently—across your enterprise.

Secure service order management expertise and get the power you need to drive large-scale operational success.

Take away complexity of traditional template-based approach for provisioning.

#### Insights

- HPE Service Provisioner is a technology agnostic solution.
- It enables you to grow new business, enhance the customer experience, and improve costs.
- We offer a proven way for navigating through your transformational journey.

## Manage your product lifecycle better

Market pressures are forcing communications service providers (CSPs) to respond faster and faster with new combinations of product offerings and bundles—often in unprecedented and unforeseeable ways. In parallel, network infrastructure is continuously being modified with 4G, NFV, and other changes.

Modern product catalog systems enable product managers to easily create and modify product structures and offerings. This, however, is not enough. IT flexibility is the key to quickly introduce new offerings and modify existing ones. The offerings need to be mapped into the services and resources provided by the underlying network infrastructure—without causing a major delivery effort and a risk to fail achieving competitive time to market.

In parallel, pressure on costs implies the need for operational excellence. The efficiency of the service ordering process defines how fast a service can be made available to the consumer, known as “time to service.” Its quality is critical for the operational costs—with low quality increasing the number of manual interventions and bad data.

Hewlett Packard Enterprise (HPE) Service Provisioner manages the lifecycle of a service request coming from the customer relation management (CRM) layer, including:

- Fast introduction of new services, thanks to preintegrated software stack and catalog-driven approach that avoids changes in back-office systems
- Ability to orchestrate the most complex scenarios with dynamic service orchestration process
- Declarative language (Dynamic Service Descriptors) used to define services in catalog and to orchestration service instantiation

- Sophisticated roll-back mechanism and redispaching or failing orders that ensure successful completion of all orders
- Access to accurate resource inventory that simplifies automated provisioning
- High-performance service inventory that maintains real-time representation of service order instances
- Lifecycle of the service itself, from inception to its end of life

## Gain business benefits

Get a competitive edge and stand out in today's crowded marketplace with HPE. Our solution for service order management enables you to:

- **Grow new business**—Quickly launching new services through integration of business logic and provisioning mechanism, and off-the-shelf preconfiguration
- **Enhance customer experience**—Ensuring successful completion of all orders, and offering richer products and services with shorter delivery time
- **Improve cost structure**—Highly automating service provisioning process, and minimizing integration and configuration

Our continuous investment in innovation and active engagement in telecom and IT industry standards bodies ensure you meet your needs for standard compliance, open source software, and readiness of your operations support system (OSS) for new technologies.

The HPE OSS suite is built on our more than 20 years of experience deploying OSS solutions at hundreds of leading operators worldwide. We offer true, one-stop shopping for a complete, integrated OSS assurance and fulfillment solution—from end-to-end business transformation governance, to solution design, software, hardware, integration, delivery, and ongoing support.

## Learn about HPE Service Provisioner

Our overall strategy in the OSS space is known as the HPE Service Operations Factory (SOF). The “Service Operations Factory” is defined as all the technical functions necessary for new customer onboarding and after-sales support. It encapsulates technical knowledge of the services and network and provides to the outside world a simplified interface that takes a pure customer-oriented service view. The Service Operations Factory can be compared to modern industries, which reuse production facilities for multiple products and flexibly combine them. The production facility is governed by a set of service key performance indicators (KPIs).

The HPE implementation of the operational part of a Service Operations Factory for customer onboarding includes HPE Service Provisioner, HPE Service Activator, and HPE Trueview.

- HPE Service Provisioner provides an automated solution to provision the most complex service order requests from CRM systems while managing the lifecycle of services.
- HPE Service Activator implements execution of provisioning commands toward network and IT infrastructure.
- HPE Trueview provides resource inventory, discovery, and reconciliation for data accuracy.

HPE Service Provisioner enables CSPs to automate provisioning of multivendor, multitechnology products, and services. It provides functionality for service order decomposition, streamlines the execution of the order provisioning flow, and facilitates service order lifecycle management. It includes the following key functions:

- Definition of services in catalog as combination of containment (parent-child/links relationship/inheritance and multiple inheritance)
- Orchestration of service instantiation at run time based on policies
- Automated population of HPE Service Provisioner’s own service inventory based on result of service instantiation

The traditional implementation relying on template-based approach is replaced by using a generic engine and declarative language (dynamic services descriptors).

## Architecture

HPE Service Provisioner addresses the end-to-end lifecycle of service requests received from CRM layer, implementing common functions for service order management (see Figure 1).

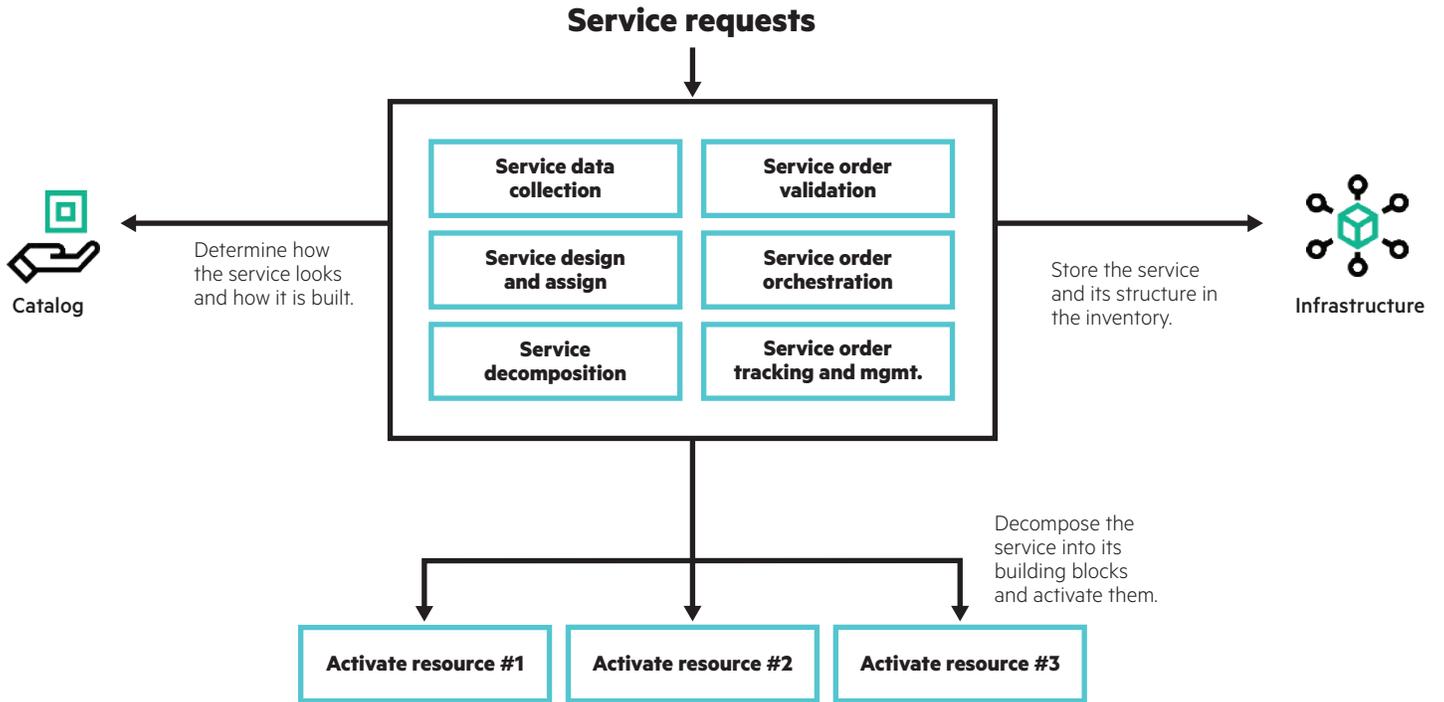


Figure 1: HPE Service Provisioner functional architecture

## Interfaces

### Editing the service catalog

The catalog editing UI enables the user to define product specifications, customer-facing service specifications (CFSS), and resource-facing service specifications (RFSS). For each of these catalog items, it is possible to define the characteristics. For each characteristic, the name, version, description, type, default value, and restriction can be defined. For each catalog item, the decomposition rules can be established. This includes the relationship between a PS and its children CFSS and or RFSS or between CFSS and its children RFSS—as well as the mapping rules that describe how characteristic values will be copied from PS to CFSS/RFSS, from CFSS to RFSS, and back again.

### Accessing the service inventory

The service inventory integrated within HPE Service Provisioner also is compatible with the TM Forum Shared Information/Data model (SID) and contains versioned products, services, and resources as they are defined in the service catalog. The data is indexed for full-text search and accessible through a CRUD (create, read, update, delete) REST API. This implementation supports flexible reporting and includes versioning and history of service instances.

### Catalog export and import

Catalog data can be imported from and exported from the REST API, enabling catalog data to be prepared and tested in a staging environment and then imported into the production environment during rollout.

### Northbound interface

HPE Service Provisioner northbound interface is intended to be called by customer order management (for example, CRM) systems.

## Benefit from our solution

HPE Service Provisioner is a technology agnostic, catalog-driven solution for service order management, part of the HPE Service Operations Factory. It offers several benefits:

- **Accelerated time to market**—Thanks to its graphical interface, it enables product managers to seamlessly create or modify services in the catalog and manage all data relevant to service order management—be it catalog, order, or inventory information.
- **Accelerated deployment**—The product's Dynamic Service Descriptors enable rapid implementation. Furthermore, since HPE Service Provisioner combines three key functions (catalog, order, and inventory management) into one solution, complexity, and hence, deployment time is significantly reduced.
- **Reduced project and maintenance costs**—Thanks to off-the-shelf, preconfigured extensions to HPE Service Provisioner base software, the cost for extending the solution to address additional technologies is kept to a minimum.
- **Reduced operations cost**—The solution enables automating key steps in the provisioning processes, driving lower overall costs in operations.
- **Future-ready at reduced cost**—The solution's licensing model keeps upfront investments low and enables future expansion of the solution at a predictable cost. This is enabled through its pay-as-you-grow (PAYG) model, with total license price growing with the solution's capacity and license unit price decreasing with the volume.

**Table 1:** Software prerequisites

SOFTWARE	DESCRIPTION
Operating system	Linux® RHEL 6
Database	Enterprise DB PPAS 9.4 Oracle® 12c and RAC 12c Java™ Development Kit (JDK) version 8.0

## Rely on a trusted partner

As a trusted partner for OSS transformation, we have a unique combination of many years of transformation consulting experience, industry-leading solutions, mature deployment methodologies, and highly experienced delivery teams.

Hewlett Packard Enterprise is an active member of the TM Forum, helping drive the development and adoption of its Framework standards. We are equally active with Information Technology Infrastructure Library (ITIL) and are the only technology vendor to author one of the five ITIL v3 core books. In addition, we authored the ITIL glossary and built the overarching process maps for the new library. We bring this rich experience to our consulting and product development. An active participation in TM Forum, ITIL, and other bodies enables us to closely align our solutions with the industry's direction, so investments made today continue to pay off long into the future.

The HPE OSS solution is:

- Built on more than 25 years of deep and broad OSS experience
- Successfully deployed at more than 500 clients worldwide
- Backed by a portfolio of more than 300 field-proven best practices

Further, the HPE OSS solution:

- Integrates OSS capabilities from Hewlett Packard Enterprise and solution partners
- Lets clients access 10,000 HPE Services personnel available in more than 170 countries
- Enables fast deployment with minimal disruption to existing operations, together with our global delivery and integration teams
- Gives you the peace of mind that comes with local experts based near you who speak your language
- Offers a complete capability to manage and operate OSS

And, we offer a variety of financing and operating options for OSS depending on your needs.

## Benefit from HPE Services

HPE CMS Services offer a proven way for navigating through your transformational journey:

- HPE Solution Consulting Services help define business transformation and translate strategies into actionable solutions.
- HPE Solution Implementation Services offer a low-risk project lifecycle across design, development, customization, and network and system integration.
- HPE Solutions Management Services increase the operational efficiency of your existing solutions, including reactive, proactive, operational, and enhancement management services.
- HPE Outsourcing Services offer a variety of sourcing options—including IT and infrastructure outsourcing, application management, and business process outsourcing—designed to improve business agility while reducing your operational expenses.

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