

HPE Adaptive Management Services



Operations in an era of innovation and fast changes

Every 7–10 years, technology delivery undergoes a tectonic shift: one that opens up new business and access models. A shift that changes the way technology is consumed and the value that it can bring. A change in what is possible. Today, **digital business-mobility**, social, **Big Data**, and the advent of **cloud computing** offer new ways for IT to help organizations innovate and gain competitive advantage. And while IT focuses on innovation, there is a need to keep the operations up and running in this new complex environment.

Adaptive Management Services top benefits

- Free up your staff to better address business needs with technology
- Rely on HPE experts as you leverage new technologies and applications, short term or for the long run
- Improve operational efficiencies across your infrastructure, applications, and workloads
- Lower operations costs

Changes in the IT environment

The IT organization is going through a sea change as it adopts cloud, mobile, social, and Big Data and analytics technologies. These technologies transform the IT organization from an organization that delivers IT systems to one that delivers IT services, from an organization that is focused on IT agility to one that focuses on business agility, and from an organization that produces information to one that drives innovation.

In addition to innovation, most IT organizations have specific, detailed service-level agreements (SLAs) with their internal and external customers. In most cases it means that IT is now tasked not just with “keep it running” but making sure that the environment performs appropriately to achieve consistent availability of mission-critical business processes.

There are several approaches you can take to address the growing demands on IT. There is a labor-intensive approach, to hire staff and implement tools to handle IT operations. This can be time consuming and costly, leaving little time for innovation. Over the past several years, the fact that 80% of IT operations budget has been devoted to “keeping the lights on” has not changed, mainly because IT complexity has increased more than IT has improved operations. With this approach you retain control of your destiny. But it may be challenging to find people skilled in the newer technology—or even in many legacy technologies.

Another approach is to outsource the work to a partner or to the cloud, thus putting the burden on someone else to ensure that you receive the performance you agreed to. This can simplify IT operations. But though you’re still held accountable, the work is done on someone else’s terms and you are not in control of critical factors such as latency, privacy, compliance, and the user experience.

Remain in control while leveraging HPE’s expertise

HPE Adaptive Management Services is a new approach, a collaborative partnership, where you maintain ownership of the IT strategy and HPE experts execute operations under your control. With HPE Adaptive Management Services, you can leverage the skills, people, and processes of HPE’s global Operations Centers to monitor and operate your infrastructure and applications. HPE Adaptive Management Services enables you to focus on strategic initiatives by allowing the HPE team to take on routine infrastructure tasks and simplify the complexity for you.



“Our IT operations are now more stable, and as a result we have a higher level of quality than before, because together with HPE we have been able to scrutinize the existing environment. In addition, regular monitoring from HPE helps to maintain stability.”

– Oliver Heid, Head of IT for ERCO GmbH

Together we tailor the service to meet the specific needs of your entire IT stack, from routine operations to optimization of your mission-critical workloads, and build in recommendations for continuous improvement.

HPE Adaptive Management Services

Flexible enough to build tailored solutions that offers a full spectrum of capabilities from infrastructure up to applications and workloads when and where it is required.

Flexibility, it's your choice

HPE Adaptive Management Services is made up of a large catalog of services so that you can augment the IT organization's capabilities to operate your entire data center or specific environments within it (e.g., **SAP HANA® environment**) or focus on certain layers of the infrastructure (e.g., storage operations). It's your choice.

Augment capabilities, keep the control

HPE Adaptive Management Services leverages HPE's best practices for operating on-premises IT environment by delivering 24x7 Monitor, Operate, and Administration Services. The framework addresses the operational challenges through the service operations stage of the infrastructure, covering servers, storage, networking, hypervisor, backup/restore, and security, as well as middleware and applications for both HPE and selected non-HPE assets.

Once your IT environment is connected, HPE experts can monitor and perform the tasks that you need to offload. It also enables HPE to proactively diagnose, analyze, and improve the environment to make the most of your resources.

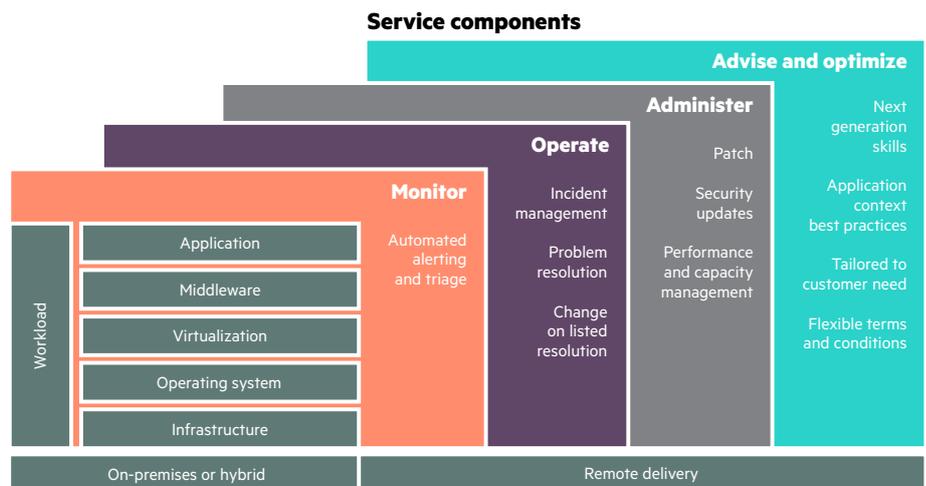


Figure 1. HPE Adaptive Management Services focus on the service operation stage



“The main added value of HPE is in the knowledge that is provided together with these solutions—knowledge that I would otherwise have to acquire by sending people on courses to keep up with rapid changing technology.”

– Erik Bijleveld, Flevoziekenhuis

Technology with a human touch

You rely on technology to run your business efficiently. To stay competitive and capitalize on new revenue opportunities, you have to learn how to access technology in new ways. HPE Pointnext Advisory and Operational Support experts help you take full advantage of technology to drive your business. Combining technology expertise with business intelligence, our service professionals help organizations across the globe meet their evolving needs. They can do the same for you.

Learn more at
hpe.com/pointnext

Improve operational efficiency with standards-based services

HPE Adaptive Management Services offers a cost-effective operations model with the flexibility to scale IT costs based on infrastructure volumes. HPE's operations centers are available 24x7 to facilitate that efficiency is achieved by following industry standards, tools, and best practices, e.g., IT Infrastructure Library (ITIL®), ISO certifications for quality (ISO 9001:2015), security (ISO 27001:2017), and business continuity (ISO 22301:2012).

Reduce complexity and risk, increase innovation

The rapid adoption of new technologies and solution (i.e., cloud, Big Data, and mobility) creates a complex environment for the IT organization. Adding HPE expertise can augment IT capabilities to resolve many issues—lack of knowledge on legacy products, adoption of new solutions and technologies, or the need to devote more in-house resources to strategic initiatives rather than on simple infrastructure operations. HPE Adaptive Management Services can provide the resources so that you can better address business needs.

Improve and extend your IT experience

As an extension of **HPE Datacenter Care**, HPE Adaptive Management Services leverages the assigned account team to tighten the relationship with various levels in your IT organization. The assigned account team engages with you on different layers: operational, tactical, and strategic to discuss operational aspects such as disruptive incidents, operational improvements, approaching events, user satisfaction, annual plans, SLA, business-IT developments, and many more, and you have the flexibility to use the services that meet your business need. It's your infrastructure, you manage it.

HPE Adaptive Management Services are an integrated component to **HPE GreenLake** solutions, a suite of consumption—based solutions available for your top workloads—such as Big Data, backup, open database, SAP HANA, and Edge computing—which deliver IT outcomes in a pay-per-use model out of your own environment.

Many customers pair HPE Adaptive Management Services with **HPE GreenLake Flex Capacity**, a service delivered by **HPE Pointnext** that brings on-premises infrastructure consumption to customers today. As HPE provides pay per use infrastructure, it often makes sense for HPE to operate the infrastructure for you, enabling you to “move resources up the stack” to add more business value. And when implementing new technology or solutions delivered by HPE Advisory & Professional Services, HPE can operate them until your IT department is ready to fully take over.



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