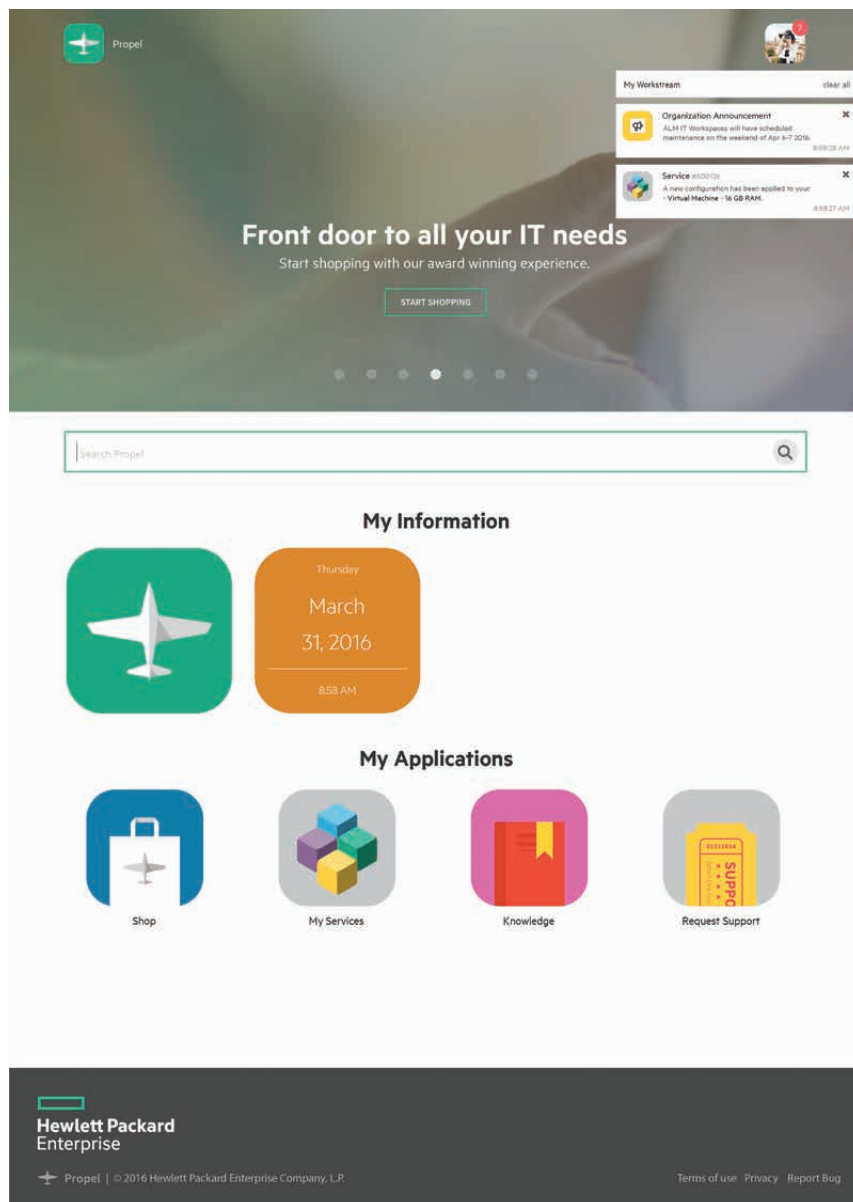**Hewlett Packard Enterprise**

HPE Propel

Reinvent IT service management

HPE Propel enables enterprise IT to become a service broker by providing a single user experience, easy integration, and quick onboarding of multiple service providers.

Key benefits

- Increase employee engagement, satisfaction, and productivity by addressing the full spectrum of IT services demand through a consumer-friendly single engagement point.

- Increase self-service through aggregated, single, intuitive catalog for all services and all users.

- Simplify management of multiple IT suppliers through HPE Service Exchange.

- Simplify and accelerate service delivery through automated and orchestrated fulfillment across providers.

- Protect your investment in backend systems and processes as HPE Propel complements your existing deployments.

HPE Propel offers an easily personalized, customized, and administered portal, featuring a single aggregated service catalog, knowledge management, support, IT news, and custom IT capabilities.

New challenges for your IT organization

Usability, speed, and agility expectations 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. All the while, your branch offices or business units can easily engage service providers to fulfill their requests if your central IT organization cannot or will not deliver easily or quickly.

While they bring many benefits, these various options can introduce inefficiencies, ranging from an inability to optimize the overall allocation of IT resources and budgets to impacts on the levels of service provided. A user-friendly IT portal with supporting service catalogs and central integration platform can help you address these challenges that come with the rise of automation and self-service IT.

Service catalogs help you rationalize the services and service levels provided across IT. Automation of fulfillment for service requests accelerates delivery and improves satisfaction. The portal provides an essential interface between your IT organization and its users. In addition to handling requests, providing news feeds, and facilitating self-service support, the portal should include knowledge management.

The front door to IT for all your service needs

To meet these demands HPE introduced HPE Propel. HPE Propel provides a modern portal, aggregated service catalog, knowledge management, support function, additional

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Systems of Engagement apps, news feed, and an open Service Exchange.

HPE Propel provides a unified experience to enterprise users, facilitating self-service support and friendly request handling. The HPE Propel service catalog provides a central consumer-oriented shopping experience, which aggregates the underlying catalogs. HPE Propel can be easily personalized and is open and extensible to meet individual user needs.

HPE Propel is designed to deliver choice for deployment across cloud, on-premises, and mobile environments. The product is offered as an appliance that can be rapidly deployed on your infrastructure. Because the portal, catalog, and knowledge content are aggregated from existing sources, HPE Propel leverages your existing IT investments. This allows the realization of ROI from Day One. In addition, HPE Propel includes a Service Exchange that enables onboarding and integration of the front end with fulfillment systems. Out-of-the-box integrated fulfillment systems include HPE Service Manager, HPE Service Anywhere, HPE CSA, HPE Operations Orchestration, HPE ALM, HPE Helion OpenStack®, ServiceNow, BMC Remedy, and JIRA.

Solution overview

The HPE Propel solution includes these key capabilities:

Aggregation capability. This capability allows Hewlett Packard Enterprise to provide a single aggregated service catalog as well as other single engaging apps such as, for submitting a support ticket, for knowledge management, search, and more. The aggregated HPE Propel catalog view provides a unified experience for requesting services from IT and cloud service providers. Organizations can aggregate existing catalogs and continue to manage their offerings within deployed service catalogs.

Aggregation enables enterprise IT to provide single points of interactions for employees' most important activities.

HPE Service Exchange. HPE Service Exchange is the integration and orchestration platform that enables multi-point integrations. This allows re-usability of integrations and components and is a very effective way to exchange services and their artifacts. It allows easy onboarding of new service suppliers and orchestrates the fulfillment across these suppliers. SDK for HPE Service Exchange allows customers, partners, or services to easily customize existing integration and develop new integrations with suppliers.

Front door to IT. HPE Propel offers a single portal—a single front door to IT, which is easily customized and personalized. Accessible from the Web or a mobile device, the HPE Propel portal includes universal search powered by HPE IDOL, request status, cloud subscription management, and can display nearly all IT services in one central location. Users can customize information relevant to their needs, such as new releases, featured services, and subscription information. HPE Propel portal and the content offer a consumer-grade self-service experience.

HPE Propel Jumpstart. Jumpstart is the SDK for portal, which allows administrators to easily generate Web applications that can run in the HPE Propel portal. These generated Web applications consist of Web, middleware, authentication, and themes. HPE Propel is not only customizable from the UI perspective but also from the functionality perspective.

Administrator interface. HPE Propel features an administrator view of the single portal for managing users and content and to customize themes and add widgets.

Learn more at
hpe.com/software/propel