



HPE Propel

Today's IT departments face more demands than ever with a large increase in the number of service requests and service providers fulfilling the requests. IT must continually control costs, while also accelerating delivery of new services, and managing an expanding and increasingly diverse IT supply chain. Many companies perceive their centralized IT organization to be out of touch with actual business needs, slow in delivering outcomes, and even as an obstacle to innovation. Business users are experiencing non-stop consumption, unlimited collaboration, and knowledge sharing in their personal lives. Mostly, this is in contrast to what they experience with an IT service request as an employee in a large enterprise. As a result, shadow IT is on its rise along with uncontrolled spend, increased risk, and instability in IT systems. IT needs solutions that will help them provide a consumerized online shopping experience—delivering the right services to the right people at the right time.

How can HPE Propel help?

HPE Propel software, implements a flexible on-premise or, in the future, cloud-based end-user IT services portal that provides a single user experience whether the IT services are traditional, from the cloud, or a federated hybrid model. The software includes end-user self-service portal, aggregated IT service catalog, aggregated knowledge management to support end-user self-service, and aggregated support tickets. In addition, it also includes customization of presentation based on themes and extensibility with the ability to create and add new Web applications. The solution is flexible and extensible, and enables rapid deployment due to the aggregation features. An aggregated IT service catalog utilizes adaptors to existing IT service catalogs and support tickets to federate and synchronize the catalogs to a single end-user presentation. Customers can create new or use aggregation to consolidate their existing IT service catalogs to deliver a single end-user catalog experience. HPE Propel customers can extend the service portal by creating and publishing new Web applications or by creating items in the portal with wrappers to extend the functions of the system. These are unique capabilities in the market. HPE Propel can be customized using themes, which are available out of the box; or customers can quickly create, modify, or configure the end-user experience by generating their own themes to tailor the experience.

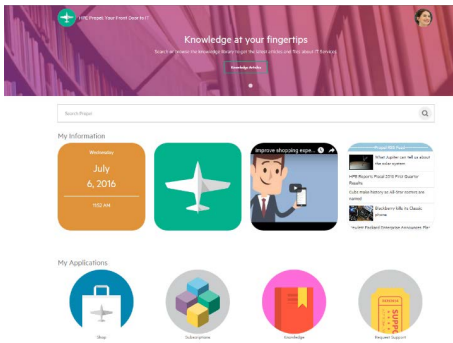


Figure 1. HPE Propel end-user Launchpad

HPE Propel is designed to provide customer choice for deployment across cloud, on premise, and mobile environments. The product is offered as an appliance that can be rapidly deployed on the customer's infrastructure. Your organization can seamlessly transition users and services to the HPE Propel offering as service catalog; knowledge content and support tickets are aggregated from existing sources or generated for the new platform. In addition, HPE Propel includes HPE Propel Service Exchange, which provides integration of the catalog with HPE Service Manager, HPE Cloud Service Architecture, HPE Service Anywhere, third-party systems, knowledge and support tickets, and in the future, other fulfillment systems.

Product overview

The HPE Propel solution includes these product features:

End-user portal: HPE Propel provides a one-stop shop for obtaining IT and business services or information. It also includes methods for obtaining request status. The portal is accessible from either the Web or a mobile device. The HPE Propel portal can display the services that IT offers to business in one place, including IT and non-IT services. The entry point to the portal is the launchpad, and it contains three folders pointing to the three standalone applications out of the box: service catalog, and knowledge and support tickets. It also provides universal search

interface, based on HPE Intelligent Data Operating Layer (IDOL), which enables users to search and quickly find the information across the entire HPE Propel content. Customers can add other Web-based applications. In addition, end users can customize what information to have on the portal, such as new releases, featured services, and subscriptions expiring soon.

IT service catalog: The HPE Propel catalog is a single technical and business IT service catalog with a familiar consumer presentation style providing an easy-to-browse marketplace for end users to shop for and request services whether internal, external, or hybrid. IT personnel can bundle services from different underlying service catalogs, and hence offer business users new single services, which are more convenient to order. Requests for composite bundles are automatically routed to one or more fulfillment systems. IT personnel can define order and dependencies among bundle items and line item approvals if desired.

Aggregated catalog: The HPE Propel service catalog supports aggregation to virtualize multiple underlying catalog systems. The aggregated HPE Propel catalog view provides a single end-user marketplace experience for requesting services from IT and cloud service providers. Our catalog solution, which includes catalog aggregation, is unlike the existing competitor systems, as it does not force customers to consolidate their existing catalogs to a single catalog—rather Hewlett Packard Enterprise enables customers to aggregate their existing catalogs. This is a unique capability in the market, which allows organizations to continue to manage their offerings within their already deployed service catalogs. Aggregation of services includes validations, option pricing, and bundles and attachments if defined in underlying catalogs. Dynamic forms help users to order a service by filling in information that is needed and dependent on previous data. HPE Propel service catalog items can have external pricing, i.e., a different pricing for different requests. The external pricing is provided dynamically through an external

application program interface (API). A user with a shopping request and service desk agent can communicate online, similar to the case of support ticket chat. Users can interact with service desk from the fulfillment request form instead of creating a new support ticket.

Knowledge management: HPE Propel provides access to search and display knowledge articles applicable to any user and IT organization. The intuitive search enables end-user self-service to information they need for their job. The knowledge library consists of customer-specific articles from their Service Manager implementation.

Self-service support: In cases where end users are unable to find the required information to resolve their service tickets, HPE Propel includes forms for users to create, update, and close self-service support or information requests within the HPE Propel portal. The incident or service requests are routed to and fulfilled by a service delivery system like the HPE Service Manager, HPE Service Anywhere, email, or third party.

Subscription app: When users subscribe to cloud computing services from the aggregated catalog, they have an app in their launchpad called subscription or services. This is the app to help manage user's subscriptions in one place, providing the information about the service expiration date, valid period, owner, and description, and requesting details with options. From this place, user can make the subscription modifications such as cancel or extend the subscription, perform actions such as requesting additional storage or servers, and create support ticket directly from subscription. IT cloud service administrators have their view of active cloud service instances for their organization.

Portal themes and widgets: The end-user IT service portal and catalog provide a modern consumer user experience with enterprise consistency from a PC, tablet, or mobile device. The interface can be customized using themes and extended by implementing widgets to add additional services and applications.

Themes allow IT to create, modify, or use existing content to customize the end-user experience. HPE Propel comes with several themes predefined, and customers can implement their own themes that correspond with their corporate identity or end-user wishes.

Widgets are a powerful service broker solution where the customer IT administrator can easily add or embed custom content via URL, HTML5, or JavaScript. Widgets provide a method for each customer to extend the portal to add custom content. In addition, customers can create UI wrappers for existing applications or services to publish and display the feature on the HPE Propel portal.

Jumpstart allows IT service portal administrators to easily generate Web applications that can run in 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 provides an administrator workbench for managing users and content, customizing the themes, and extending the portal by adding widgets.

HPE Propel Service Exchange: Propel Service Exchange provides the virtual linkages for point-to-point integration and an orchestration function within the solution to enable sending a single request to multiple fulfillment engines providing multipoint integrations. With the Service Exchange, Hewlett Packard Enterprise has provided the architecture for data transformation and routing of requests—either one-to-one or one-to-many connections between portal, catalog, and fulfillment systems. Service Exchange is used to route self-service support requests from the Propel portal to different fulfillment systems, such as HPE Service Manager, HPE Cloud Service Automation, HPE Service Anywhere, and third-party systems (see the [HPE Propel Service Exchange data sheet](#) for additional information).

Key benefits

HPE Propel provides many key benefits.

- Provides an intuitive and familiar Internet shopping experience
- Presents a unified user experience on desktop, tablet, and mobile devices
- Supports customization of the presentation based on themes and customer standards
- Allows expanding HPE Propel functionality by administrator
- Orchestrates and manages the entire service lifecycle acting as the broker for multiple suppliers, providing transparent and increased efficiency for service delivery
- Aggregates the organization's catalogs to a new virtual catalog and uses the existing service delivery systems to fulfill the requests—stopping catalog sprawl and presenting a single end-user interface
- Supports publishing custom widgets on the portal to provide a one-stop shop for information and requests
- Provides status and access to knowledge management, enabling users to get information quickly and easily
- Integrates request fulfillment through the Service Exchange with HPE Service Anywhere, HPE Service Manager, or HPE Cloud Service Automation systems

HPE Services

By working with HPE Professional Services, you can develop your vision, strategy, and roadmap for your HPE Propel portal and catalog implementation. The following are examples of the available service offerings that can assist customers and accelerate your implementation of the HPE Propel software.

HPE IT Service Catalog Assessment

It helps assess:

1. Your current maturity status based on IT Infrastructure Library (ITIL) or Control Objectives for Information and Related Technology (COBIT) best practices, determine current catalog and fulfillment capabilities from either internal or third-party providers, and identify and prioritize service improvement initiatives
2. Your current maturity state and define the starting point and priorities for implementing reliable service delivery using a service catalog

HPE Business Service Catalog Strategy and Design

It helps define your strategy to implement a service catalog, from business service catalog to the design and pricing of services, create a strategic service map to visualize value of IT to your customers, and create a communication and deployment plan.

HPE Foundation Service for Propel

This service delivers a baseline single instance HPE Propel deployment. The offering includes implementing the service catalog solution with HPE Propel leveraging the out-of-the-box content and integrations by aggregating the HPE Service Manager Service Request Catalog (SRC) portal, service catalog, and knowledge management. This quick start is a fixed-scope, fixed-price offering focused on delivering rapid value through standard implementation of out-of-the-box features.

HPE Education and Solution Management

It enables customer success and solution adoption by providing the user training and post implementation services needed by customer staff to increase their productivity with the solution set.

For more information, visit the following HPE Software Services website: hpe.com/software/services.

HPE Software Support

Get the most from your software investment. We know that your support challenges may vary according to the size and business-critical needs of your organization.

Hewlett Packard Enterprise provides technical software support services that address most aspects of your software lifecycle. This gives you the flexibility of choosing the appropriate support level to meet your specific IT and business needs, and use cost-effective HPE Software Support to free up IT resources so you can focus on other business priorities and innovation.

HPE Software Support services give you:

- One stop for your software and hardware services, saving you time with one call 24x7, 365 days a year
- Fast answers, giving you technical expertise and remote tools to access fast answers, reactive problem resolution, and proactive problem prevention
- Global reach, consistent service experience, giving global technical expertise locally

For more information, go to hpe.com/software/support.

Next steps

To find out more about how HPE Propel can help you build a stronger partnership with business stakeholders, contact your HPE Software representative or HPE preferred partner. For more information on how HPE Propel can help you get up and running quickly, go to hpe.com/software/propel.

Additional terms

HPE reserves the right to expire or update this data sheet.

Learn more at
hpe.com/software/propel



Sign up for updates