



# HPE Service Manager Software

## The Big Data Service Desk



Composite applications and multiple delivery options including hybrid infrastructure are significantly increasing the complexity and cost to run IT. At the same time, businesses demand a more agile and responsive IT delivering high-quality services at high speed within tight budget constraints.

But the reality is different: Too many manual and slow processes lead to errors, dissatisfying the end users with the service desk experience so that they often bypass IT to go to other sources for support. As a result, IT runs the risk of increased ticket volumes, long issue resolution times, unmet business needs, and increased compliance risks—leading to high IT operations cost.

How can IT meet these challenges? IT organizations are looking to IT service management (ITSM) to deliver high-quality IT services that meet the business needs for speed and agility under these tough conditions. But, ITSM has lots of moving parts, and often the benefits it offers are offset by the cost and complexity of acquiring as well as managing a complete service desk software solution.

Hewlett Packard Enterprise can solve this challenge by delivering everything you need for a world-class service desk in a single offering. HPE Service Manager Software is a service desk solution to automate key IT processes for increased IT efficiency, to deliver a superior user experience, and to reduce the cost of running your IT.

### **How HPE Service Manager Software can help**

HPE Service Manager Software is a comprehensive, fully integrated solution for the service desk that draws on more than 25 years of service management focus and experience. It provides a powerful platform to standardize, automate, and enforce your key IT processes and demonstrate value to the business. It offers efficiencies through:

- Integration and automation of key IT processes such as incident, problem, service level, and end-to-end change and configuration management.
- Easy customizable out-of-the-box IT Infrastructure Library (ITIL®) based process workflows for reliable, efficient service operations and delivery.
- Self-service portal with a consumer-like experience, providing easy access to a service and support catalog, and integrating with knowledge management and chat to meet business and user expectations.
- Big Data analytics simplifies, automates, and speeds up key service desk workflows like incident and problem management.

HPE Service Manager Software orchestrates your ITSM processes and allows you to track calls, requests, incidents, problems, changes, releases, configurations, and service-level agreements. For every service desk task, you know who is responsible, what has been done and still needs to be done, and whether the task is being completed quickly enough.

What are the results? Low costs, improved speed and responsiveness for service delivery as well as support, high user satisfaction, less risk, and better compliance with IT policies.

### **License flexibility**

We have deviated from traditional pricing models to offer HPE Service Manager Software as part of the HPE ITSM Automation Suite, a comprehensive yet easy to order solution bundle.

It includes all HPE Service Manager Software and HPE Service Manager Smart Analytics. You can choose between two licensing options—a named user license and a concurrent user license. Maintenance and support have an additional annual fee.

### **Functionality overview**

- Core capabilities for role based access, configuration management, and a configuration management database (CMDB).
- Mobile access, which helps to search the service catalog, the knowledge base, submits requests, resolves incidents, and approves changes more quickly.
- Reporting for all processes with more than 100 out-of-the-box reports including role-based dashboards and flexible report distribution supporting different formats such as HTML, PDF, and Microsoft® Excel. Custom reports are easy to build with the intuitive user interface.
- Excellent service desk, incident, and problem management support to quickly identify and resolve service outages, centrally triage issues, track work and responsibility, and establish a historical record of service disruptions and resolutions.
- Smart Analytics leverages HPE Big Data technology to simplify and automate ticket management, to find answers to problems quickly, and to identify patterns in service desk and other data to increase your service desk's efficiency.

- Service catalog that provides a user-centric service portal for goods, services and self-service support, and streamlined request management that automates the entire process, from the initial user request through delivery, fulfillment, and update of the CMDB.
  - Chat and collaboration connects real and virtual service desk agents with end users and employees in other departments to share and contribute knowledge.
  - Automation and streamlining of request management for service catalog and non-service catalog requests.
  - Knowledge management that provides comprehensive answers in real time for both IT agents and end users.
  - Change and release management for quick and efficient response to change requests, more effective change advisory boards (CABs), and automated impact analysis, collision detection, and unplanned change detection as well as validation.
  - An easy-to-use survey with a variety of views and reports within Service Manager, along with supporting interactions, incidents, requests, problems, changes, and configuration items.
  - Service-level management for standardized objectives and service-level agreements, cost-based service delivery pricing, and service-level tracking.
  - Connectivity and integration with other HPE Software solutions for monitoring, project and portfolio management, discovery, asset management. It also connects to your Lightweight Directory Access Protocol (LDAP) directories, email, and databases.
- Key benefits**
- All-in-one solution for your service desk, including best practices for all key ITIL processes like incident, problem, change, knowledge, configuration, service catalog, service-level, service-request, and availability management.
  - Simplicity via an engaging helpdesk user experience with instant dashboards and easy-to-use user interface for increased efficiency.
  - Service catalog and portal, providing a service market place with a rich self-service user experience.
  - Codeless configuration, out-of-the-box best practices for fast implementation and quick time to value.
  - Simplified ticket submission as well as Big Data analytics make problem isolation easy, decrease issue resolution times, and reduce ticket volumes (with HPE Service Manager Smart Analytics).
  - Chat for collaboration in real-time for fast issue resolution.
  - Automation of IT processes, workflows, and common tasks speed up IT service delivery and support.
  - Improves audits, reports, and remediates compliance across IT with end-to-end change management.
  - Simple and flexible licensing options with named and concurrent users.

## Resources

[ITSM blog](#)

[ITSM LinkedIn group](#)

[ITSM YouTube channel](#)

[ITSM Twitter](#)

### Comprehensive training

Hewlett Packard Enterprise provides a comprehensive curriculum of HPE Software and ITSM courses. These offerings provide the training you need to realize the full potential of your HPE solutions and achieve a better return on your IT investments. For more information about these and other educational courses, visit [hpe.com/software/support](http://hpe.com/software/support).

### HPE Services

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 all aspects of your software lifecycle.

This gives you the flexibility of choosing the appropriate support level to meet your specific IT and business needs. Use the cost-effective software support from Hewlett Packard Enterprise to free up IT resources, so you can focus on other business priorities and innovation.

HPE Software Support Services give you:

- One-stop shop for all 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, which offers global technical expertise locally

For more information, go to [hpe.com/software/support](http://hpe.com/software/support).

### Where to go from here

To find out more about how HPE Service Manager Software can help you to reduce the cost of IT operations with an agile Big Data service desk, contact your HPE Software representative or an HPE preferred partner. To find an HPE Software and Solutions sales office or reseller near you, visit [hpe.com/software/servicedesk](http://hpe.com/software/servicedesk).

### Additional terms

Hewlett Packard Enterprise reserves the right to expire or update this data sheet.

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