



# HPE Service Manager Smart Analytics

Unleash the power of Big Data for your service desk

Big Data is changing the world. Using modern data analysis adds tremendous insight and value to your service desk by leveraging so called unstructured data, which makes up to 90 percent of all data. Using and integrating with Hewlett Packard Enterprise Haven, HPE Service Manager Smart Analytics taps into this data, simplifying the end-user experience and increasing IT productivity.

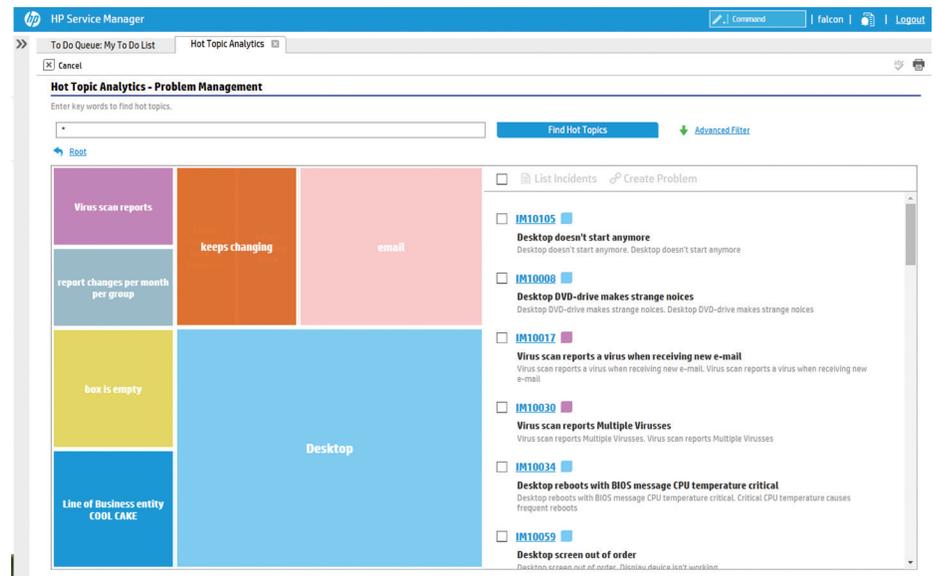


Figure 1. Isolate problems faster and manage proactively

## Radically simplify your incident management

### A superior end-user experience

The so-called Smart Ticket capability enables an end user to open a ticket (incident and service request) in a very simple way. The user has two options:

- The user takes a screenshot of the error message and sends it to the service desk.
- The user just types in a couple of text lines to describe the error in simple language.

It cannot be simpler than that. There is no need for the user to understand and write IT jargon or to fill in any fields when submitting a ticket. All of the details are completed automatically from the picture taken or the text description provided.

**Service desk efficiency**

The Smart Ticket capability also helps the IT help desk agent by automatically categorizing, understanding the impact, and assigning the service desk ticket. When receiving a call from an end user, the user's description of the issue can be entered as is by the help desk agent. Then, the system suggests the most likely content for fields such as categories and service. Auto-generated fields can then be adjusted enabling the service desk system to learn adaptively.

**Isolate problems faster and manage proactively****Jump start your problem management process**

IT organizations often struggle to put a proactive problem management process in place. Analyzing a huge amount of data takes a lot of time and experience, preventing most IT organizations to be more proactive and to identify potential incidents before they impact service availability. HPE Service Manager Smart Analytics' so called **Hot Topic Analytics** closes this gap.

Problem managers get a clustered view of recurring themes hidden in the huge quantities of unstructured data. This allows for spotting service desk trends easily.

**Increased self-sufficiency with Smart Search**

Global context-aware search across Service Manager modules and external data sources such as Microsoft® SharePoint provides a superior experience for end users and service desk agents. It helps find the right answers in a given context quickly, increases self-sufficiency, and reduces resolution times, all leading to continual service improvement.

**Build your own use cases**

Hot Topic Analytics uses data from key Service Manager modules like Incident Management and supports use cases such as "Identify latest similar problems to create a change or knowledge article" with a single click on a button. But it is also completely configurable in terms of other source data and results. It virtually allows for any use case and enables to proactively identify trends and drive action. This way you can, for example, identify trends in one set of data and subsequently develop linkages with other data.

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"When comparing (a well-trained...) Smart Ticket functionality to the ordinary service desk module, the number of click-and-write operations is reduced by 70–80 percent. Taking in consideration the possibility that human errors in classification and categorization may be heavily reduced, things look bright."

– Thore Senneset, HEMIT

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## Values and benefits of Big Data service desk software

HPE Service Manager Smart Analytics embeds HPE Haven technology, making your service desk intelligent. Using Big Data with your service desk software provides a better user experience, enables faster incident closure rates, and smarter problem isolation. This results in superior user satisfaction, improved service desk efficiency, and increased service quality.

- HPE Service Manager Smart Analytics is easy to install and easy to use. A pre-configured, pre-trained Haven instance for HPE Service Manager and the out-of-the-box Smart Ticket, Hot Topic Analytics, and Smart Search provide instant value.
- It brings HPE Haven Big Data capabilities to your service desk with simple licensing and pricing.
- HPE in-lab testing based on an average number of 150,000 service desk interactions per month showed that Smart Ticket can result in \$0.2 million USD IT saving per year.<sup>1</sup>

## Implement your Big Data service desk now

HPE Service Manager Smart Analytics can only be used with HPE Service Manager. It requires HPE Service Manager Enterprise Suite, HPE Service Manager Subscription Suite, or separate module licenses for HPE Service Manager. It requires at least HPE Service Manager server, HPE Service Manager Foundation, and HPE Service Manager help desk modules.

HPE Service Manager Smart Analytics is a separately licensed add-on module for HPE Service Manager. It provides a great deal of flexibility by offering the choice between on premise and subscription-based service desk licenses.

**Table 1.** HPE Service Manager Smart Analytics licensing

PRODUCT NUMBER	LICENSE TYPE
T9822AAE	HPE Service Manager Smart Analytics Concurrent User LTU
T9821AAE	HPE Service Manager Smart Analytics Named User LTU
H7V11AAE	HPE Service Manager Subscription Smart Analytics Concurrent User LTU
H7V09AAE	HPE Service Manager Subscription Smart Analytics Named User LTU

The number of HPE Service Manager Smart Analytics licenses required depends on the number of HPE Service Manager Enterprise Suite and HPE Service Manager help desk user licenses.

<sup>1</sup> HPE testing, October 2014

## Data sheet

### Values and benefits

- Simple incident and service request submittal
- Fast classification
- Instant visualization of problem areas
- Quick time-to-value
- Short resolution times
- Superior user experience
- Fast return on investment

According to beta customer feedback, HPE Service Manager Smart Analytics is a real game changer, and it only takes two to four days implementation time, including indexing and training to benefit from it.

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“We were really impressed by the quality and maturity of the integration and so far the solution itself is easy to install... in terms of usability, the interface is also intuitive and does not require a huge training effort. Globally, that integration is definitely a success and opens the door to the improvement of service desk capabilities and transformation of our organization in terms of efficiency and cost.”

– Patrick Bailly, Steria

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