



## HP Service Manager Enterprise Suite

One of the broadest, deepest, and most cost-effective solutions available to build service-management capabilities

### Solution brief

Your organization is caught in a crossfire—while your business demands higher levels of service, your CFO expects real returns from assets and investments, and reduced IT costs. What's more, both business and IT need to deliver predictable and high-quality services, global coverage, and risk mitigation.

The result—you need to effectively deliver high value within tight budget constraints and meet business priorities with agility. Besides, you have policies and regulations to comply with, and at the same time you have to keep pace with a dizzying rate of business and technological change. So how do you address these issues?

Many IT professionals are looking to IT Service Management (ITSM) to deliver quality IT services that meet the needs of the business 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 and managing a complete solution.

HP can solve this challenge by delivering everything you need for world-class ITSM in a single offering, at an affordable price.

### Leverage a single ITSM solution

HP Service Manager Enterprise Suite is a comprehensive, fully-integrated ITSM solution 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:

- Automation of core IT processes such as incident, problem, service level, and end-to-end change and configuration management
- Out-of-the-box Information Technology Infrastructure Library (ITIL) V3-based process workflows for secure, efficient service operations and delivery
- End-user self-service for ticketing and catalog-based requests



The suite orchestrates your ITSM processes and allows you to track calls, requests, incidents, problems, changes, releases, configurations, and service-level agreements. So, for every 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, high user satisfaction, less risk, and better compliance with IT policies.

## Built for your convenience

HP Service Manager Enterprise Suite is simple to order and priced to fit today's stringent budgets. We've deviated from traditional pricing models to offer the suite as a single, comprehensive bundle. We supply it with one dedicated-user license, so your users do not have to worry about being unable to log on, which can happen with floating multi-user licenses. You can take advantage of significant cost savings, as compared to floating licenses. And since you can purchase as few or as many licenses as you need, the solution can cost-effectively scale to support your organization's growing needs.

## Here's what you get

HP Service Manager Enterprise Suite includes:

- Core capabilities for access, configuration management, a configuration management database (CMDB), and pre-defined report analytics
- Best-in-class help 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
- Automated and streamlined request management—based on an ITIL-aligned service catalog—from initial request through delivery, fulfillment, and CMDB update that makes it possible to sequence activities, reuse assets, and consolidate orders for efficiency and cost-effectiveness

### • Change and release control that:

- Enables your IT staff to respond quickly and efficiently to change requests, monitor change processes in real time, and prioritize changes based on departmental goals
- Makes change advisory boards more effective by automating impact analysis and collision detection and enhancing collaboration via a forward calendar
- Gives you the ability to automatically detect and validate unplanned changes, reduces the risk associated with them, and improves compliance

### • Service level management that:

- Makes it easy to develop and standardize objectives and construct service-level agreements
- Provides line-item cost calculations and empowers IT staff to develop rules that limit spending according to contract parameters, enabling cost-based service delivery pricing
- Provides accurate measurements for prioritizing service tasks
- Facilitates connectivity and integration with other HP software such as HP Business Availability Center, HP Project and Portfolio Management Center, and HP Asset Manager, as well as with your LDAP directories, e-mail, and databases

## The sooner we start, the better the business outcome

HP Service Manager Enterprise Suite offers you a cost-effective, hassle-free way to acquire the service management capabilities you need to deliver and support business services that keep your business competitive. We are ready to put our vast resources and expertise to work for you. Let us start with a discussion of your business strategies, tactics, and goals.

Meet your business priorities with agility and learn more about HP Service Manager Enterprise Suite at [www.hp.com/go/servicemanagementsoftware](http://www.hp.com/go/servicemanagementsoftware)

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