



HP Service Anywhere – Simplifying ITSM

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Speakers



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HP Service Anywhere – Simplifying ITSM



Introduction

Capability overview

- Service Desk activities
- Codeless Configuration

Conclusions

Q&A

HP Service Anywhere

Simple and quick SaaS Service Desk solution

Social IT Service Desk

Codeless Configuration

Seamless, Automated Upgrades

99.9% SLA

Professional Support

World Class Services



Quick Quiz

True or False – SaaS is less expensive

True or False – A simplified SaaS Service Desk will improve your ITSM processes

True or False – SaaS simplifies upgrades



ITSM as a Service

Customer Expectations

Easy to evaluate

Quick to deploy

Establishing the production system

Simple administration and configuration – doesn't need an advanced degree

Ease to use & *just works*

Allows users to do their jobs - the way they want to work

Straight forward on going maintenance

Simple upgrades

More frequent upgrades and easy to stay current

Cost benefits - especially in years 1-3

Reduced capital expenses and associated administration

Scaleable

Secure

Data separation

Disaster proof

Total Solution Delivered

Service Management Lifecycle solutions integrations

Process consulting and industry best practices

World-wide presence and delivery capabilities



HP Service Anywhere

Key features for the first release

Codeless Configuration - Simple and powerful UI tailoring suite

Form, table and task editor

Process Designer

Simplified processes with HP best practices

Service Desk

Incident Management

Problem Management

Change Management

Configuration Management

Common workflow

Social Collaboration

Multiple sessions with multiple incidents and interactions

Self-service portal

Self Service Ticketing

Simplified access administration

Centralized user and role administration

Authentication against customer LDAP

Decreased on-boarding with user data from customer's LDAP

User data caching for improved performance

Integrations

Web services, email, and Connect-It

Data and config upload and download

Data upload of Locations, organizations, groups, user & OUs

Utilities to move customizations between SaaS systems

Automatic regular updates

Multiple automatically deployed updates per year

Customer configurations untouched

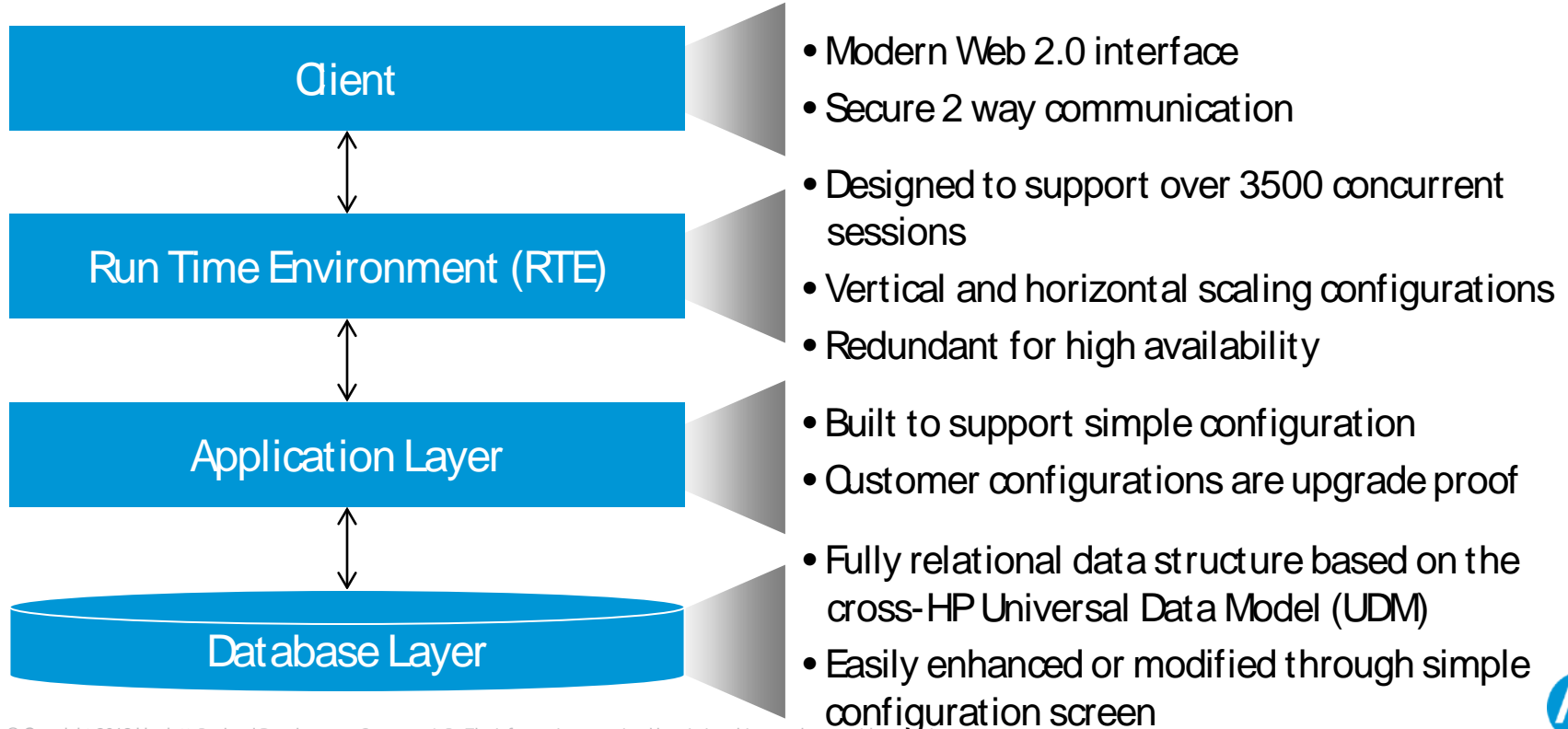
99.9% availability guarantee

Subject to change without notice.



Service Anywhere

Business value of the architectural layers



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More Info & Conclusion

Q&A

HP Service Anywhere

Overview

Get Started

Demos & docs

Contact us



See how you can simplify your IT service desk with HP Service Anywhere.

2:04 minutes

Powerful. Scalable. Simple.

SaaS-enabled help desk solution that offers:

- Social collaboration
- No-hassle upgrades
- Quick implementation

[Try it now](#)



Codeless configuration

- Simple graphical interface to modify process flows
- No programming knowledge required
- Retains custom configurations for seamless upgrades



Social service desk

- Embedded chat and IM features
- Context-based real-time collaboration
- Close tickets faster with better success



Leverages SaaS

- Rapid and scalable implementation
- Minimized capital expenditures
- Seamless, automatic upgrades

HP Community

Service Anywhere category/forum


<http://h30499.www3.hp.com/t5/Service-Anywhere/ct-p/service-anywhere>

HP Enterprise Business Community

Join in the conversation.

Service Anywhere

 Service Anywhere: Get Started (24)

 Service Anywhere: Q&A (35)

Discussion Boards

Latest Topics

Solved Topics

Top Kudoed Posts



I reset the password but got it forgotten.

Leonardo Chen | 2012-12-06T08:10:50-00:00

Posted To: Service Anywhere: Q&A

Original author: Leonardo Chen



ServiceAnywhere social chat

niitnishant | 2012-12-03T10:25:54-00:00

Posted To: Service Anywhere: Get Started

Original author: niitnishant



ServiceAnywhere learning material

niitnishant | 2012-12-03T10:23:07-00:00

Posted To: Service Anywhere: Q&A

Original author: niitnishant

[See All](#)

Packaging and pricing

Named and Floating

- User licenses cover access to all modules
- Service-only offering also available for migration customers
- Includes dev/test and product systems
- Additional environments available
- Reporting server available
- Integrations are free
- Production system within 24 hours

\$89

/Named User/Month
(US List)



HP Service Anywhere Foundation Service

Quick Start - Delivery view

10d (elapsed)

Customer preparation/
prerequisites

- End User ART training
- Configuration/Tailoring/Admin training
- Data mapping and export

4d

Kick off and
Design

- Stakeholder session
- Guided design workshops
- Data export and mapping validation

15d

Build and
configuration
-remote option-

- Data import
- System configuration
- Configuration and tailoring of modules
- Outbound email integration
- LDAP authentication
- Self-service configuration

5d

Test &
acceptance

- Functional testing
- Acceptance testing
- Go live support

5d

Transition
(optional)

- Post go live support

End user training (*)

Project management (5d)

(*) Can happen at any time as long as it is completed by go-live date



HP Service Anywhere Summary

Simplifying IT Service Management, delivering as a service

Quicker time to value

A robust service desk with embedded good practices
Implementation in weeks not months

Industry leading availability and security

Lower risk option for SaaS

Built on robust HP technology

HP has the services, software and the hardware

Intuitive interface and processes

Process users complete records faster

Minimize total cost of operation

Very low, no upgrades with minimal admin
Reuse current investment (for current HP customers)

The complete partner

SaaS, implementation services, process consulting,
education and certification
Complete portfolio – single hand to shake.



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