

# HPE Service Manager Enterprise Suite

The agile Big Data service desk



Modern applications and infrastructure such as hybrid cloud 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 and they often bypass IT to go to other sources for support. As a result, IT runs the risk of increased service 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 IT service desk in a single offering with a choice of flexible pricing options. HPE Service Manager Enterprise Suite provides a simplified IT 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 Enterprise Suite can help

HPE Service Manager Enterprise Suite is a comprehensive, fully integrated software solution for the IT 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
- Service request management, service catalog, knowledge management, and support self-service capabilities to save cost as well as meet business and user expectations

The service desk 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, improved speed and responsiveness for service delivery as well as support, high user satisfaction, less risk, and better compliance with IT policies.

## License flexibility

HPE Service Manager Enterprise Suite is simple to order and flexibly priced to meet today's service desk and business demands. We have deviated from traditional pricing models to offer the suite as a single, comprehensive bundle. HPE Service Manager Enterprise Suite is a comprehensive service desk solution that is available either as a perpetual license purchase or by subscription. This allows you to choose the model that best fits your budget requirements.

Under a perpetual license model, you can choose between two licensing options—a named user license and a concurrent user license. With both licenses, you get core capabilities such as the help desk and ITIL change and request management. Perpetually licensed HPE Service Manager Enterprise Suite also includes a license for 1000 catalog and knowledge end-users per named license, as well as 2000 catalog and knowledge users per concurrent license. Maintenance and support are an additional annual fee.

When choosing the HPE Service Manager Enterprise Suite subscription model, you pay for the right to use the software based on a per month fee paid annually. This fee includes maintenance and support. Each user by subscription also includes the right to use the number of catalog and knowledge end-users as indicated earlier. Catalog and knowledge end-user licenses are not available separately through subscription.

For both the perpetual license purchase model and by subscription, there are licenses available for additional capabilities such as HPE Service Manager Smart Analytics. This helps you to increase your service desk's efficiency further with Big Data analytics by leveraging the HPE Haven technology.

## Product overview

HPE Service Manager Enterprise Suite includes:

- Core capabilities for access, configuration management, and a configuration management database (CMDB).
- Excellent 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.
- Knowledge management that provides comprehensive answers in real time for both IT agents and end users.
- Change and release control 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.
- 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.
- Mobile access, which helps to search the knowledge base, submits requests, resolves incidents, and approves changes more quickly.
- Service-level management for standardized objectives and service-level agreements, cost-based service delivery pricing, and service-level tracking.
- 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.
- Automation and streamlining of request management for service catalog and non-service catalog requests.
- Connectivity and integration with other HPE Software solutions, such as HPE Business Service Management, HPE Project and Portfolio Management, HPE Propel, HPE Universal CMDB and Discovery, and HPE Asset Manager. It also aligns with your Lightweight Directory Access Protocol (LDAP) directories, email, and databases.

## Key benefits

- All-in-one solution for your service desk, including support and best practices for all key ITIL processes, including 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.
- Codeless configuration, out-of-the-box best practices for fast implementation and quick time to value.
- Automation of IT processes, workflows, and common tasks speed up IT service delivery and support.
- 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).
- Improves audits, reports, and remediates compliance across IT with end-to-end change management.
- Flexible licensing options with named and concurrent users—perpetual and via subscription.

## 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\*\*](https://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\*\*](https://hpe.com/software/support).

## Next steps

To find out more about how HPE Service Manager 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\*\*](https://hpe.com/software/servicedesk).

For more information on HPE Service Manager, see the [\*\*HPE Service Manager software brochure\*\*](#).

## Additional terms

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

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