

HP Service Manager Enterprise Suite



A comprehensive service desk by perpetual license or subscription



It has never been easier and faster for IT to create and deliver services than in today's world of hybrid cloud computing. But, this also puts IT in a crossfire—on one hand meeting the business expectations for service levels and quality, and on the other hand reducing cost while minimizing risk.

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 an environment where everything and everyone is mobile, connected, and interactive. 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 a world-class IT service desk in a single offering with a choice of flexible pricing options.

Leverage a single ITSM solution

HP Service Manager Enterprise Suite is a comprehensive, fully-integrated IT service desk 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:

- Integration and automation of core IT processes such as incident, problem, service level, and end-to-end change and configuration management
- Out-of-the-box IT Infrastructure Library (ITIL®) v3-based process workflows for secure, efficient service operations and delivery
- Service request management, service catalog, knowledge management, and support self-service capabilities to save cost and meet business and user expectations

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.

Build for your convenience

HP Service Manager Enterprise Suite is simple to order and priced flexibly to meet today's business demands. We have deviated from traditional pricing models to offer the suite as a single, comprehensive bundle. HP Service Manager Enterprise Suite is a comprehensive service desk solution that is available as either 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 floating user license. With both licenses you get the core capabilities like the help desk and change and request management. Perpetually licensed HP Service Manager Enterprise Suite also includes a license for 1000 catalog and knowledge end-users per named license and 2000 catalog and knowledge users per floating license. Maintenance and support is an additional annual fee.

When choosing the HP Service Manager Enterprise Suite subscription model, you pay for the right to use the software based on a named user, per month fee paid annually. That fee includes maintenance and support. Each named user by subscription also includes the right to use 1000 catalog and knowledge end-users. Floating users are not available through subscription.

For both the perpetual license purchase model and by subscription, there are licenses available for additional capabilities like reporting, and surveys to increase the power of your solution.

Here is what you get

HP Service Manager Enterprise Suite includes:

- Core capabilities for access, configuration management, a configuration management database (CMDB), and predefined reports
- Superb 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
- Service catalog that provides a state-of-the-art, 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—thereby optimizing costs of the service desk
- End-to-end change management for quick changes and high change rates:
 - 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
 - Meets the growing demand of many users to enable today's active working styles with a mobility client that allows dealing with incidents and approving changes anytime from out of office as well

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 Lightweight Directory Access Protocol (LDAP) directories, email, 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.

Resources

[ITSM Blog](#)

[ITSM LinkedIn group](#)

[ITSM YouTube channel](#)

[ITSM Twitter](#)

[ITSM Community](#)

Comprehensive training

HP provides a comprehensive curriculum of HP Software and IT Service Management courses. These offerings provide the training you need to realize the full potential of your HP solutions, and achieve better return on your IT investments. For more information about these and other educational courses, visit hp.com/learn.

HP 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.

HP 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 HP cost-effective software support to free up IT resources, so you can focus on other business priorities and innovation.

HP Software Support Services gives you:

- One stop for all your software and hardware services saving you time with one call 24x7, 365 days a year
- Offering you support for: VMware, Microsoft®, Red Hat, and SUSE Linux as well as HP Insight Software
- 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 giving global technical expertise locally

For more information go to hp.com/services/software-support.

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