



Single point of contact for all user requests

HP Service Manager Service Catalog module

HP Service Manager Service Catalog module enables your IT organization to evolve with a complete service request lifecycle. It provides users with a service portal that manages all the goods and services that are available to the business. It automates workflows and streamlines the fulfillment and approval process, so IT can efficiently fulfill requests, reduce costs, and improve customer satisfaction, especially in light of initiatives like cloud computing and data center transformation.

Key benefits

The Service Catalog module improves service lifecycle delivery and cost. Key benefits include:

- Enabling IT to become a strategic and trusted advisor to the business by standardizing on services, and by simplifying the service request lifecycle.
- Improving the total user experience and providing cutting-edge IT by enabling a fast and easy-to-use ordering and support process for the end user and support agents.
- Reducing the service desk's workload, save IT support cost, and accelerate the resolution of tickets by providing support self-service capabilities via a Web-based service portal.

The IT challenge

IT service begins with a request. Service management usually starts when an employee requests for resources that are necessary for the job. Processing and fulfilling these requests, as well as supporting the user through the lifecycle of the requested goods and services, are traditionally among the least efficient, most tedious, and costly challenges for an IT organization. On one hand, users often are dissatisfied with the process of getting what they need, it takes too long, the procedure is cumbersome, the status of the request is not transparent, and they need to focus on their work instead of dealing with the service request.

On the other hand, IT organizations are equally frustrated. They are inundated with requests, the fulfillment process is inefficient (and sometimes does not conform to company policy), and yet they still have to maintain a high level of customer satisfaction and meet service levels. To meet these challenges, you need a solution that significantly reduces the cost associated with service catalog and request management while satisfying the needs of end users—24x7 access to the process, an intuitive interface that requires little or no training, and state-of-the-art collaboration capabilities for ongoing support.

This solution also has to work hand-in-hand with other processes like asset, request, incident, problem, knowledge management, and change management to reduce the amount of manual intervention needed to verify, check, and fulfill requests while following your established corporate processes and standards.

These challenges come even more into play with initiatives such as cloud computing, data center transformation, and multi sourcing—where some services or part of the services offered come from external providers. Cost transparency, efficiency, and customer satisfaction are key in a world of ever growing complexity.

Product overview

HP Service Manager Service Catalog module provides a solution to these challenges. It gives your employees, or your first-level support agents, a fast, easy, and cost-effective way to request and acquire the goods and services they need to do their work.

The service catalog is a vital element when managing the entire service lifecycle with HP Service Manager software. With its new, intuitive look and feel, based on Web 2.0 technology, the Service Catalog module now goes beyond a simple transactional approach to acquiring goods and services to permit a user—or a department—to access all relevant information via an easy-to-use dashboard, anytime via the Web. This gives both IT and the business far more visibility and control.

Best of all, it plugs into the existing catalog data and fulfillment mechanism, including request management. Unlike standalone catalog tools, we provide prebuilt, out-of-the-box integrations with the other HP Service Manager capabilities, such as Service Level Management, Configuration Management (to permit automated addition or updates of configuration items), Change Management, Request Management, and Help Desk, to enable a completely integrated solution built on a single platform.

The HP Service Manager Service Catalog goes beyond providing access to goods and services. Using the same interface, it also provides access to support self-services, giving users a simple, easy-to-use, and interactive mechanism to request help from IT for their most common problems.

Figure 1. HP Service Manager Service Catalog module dashboard

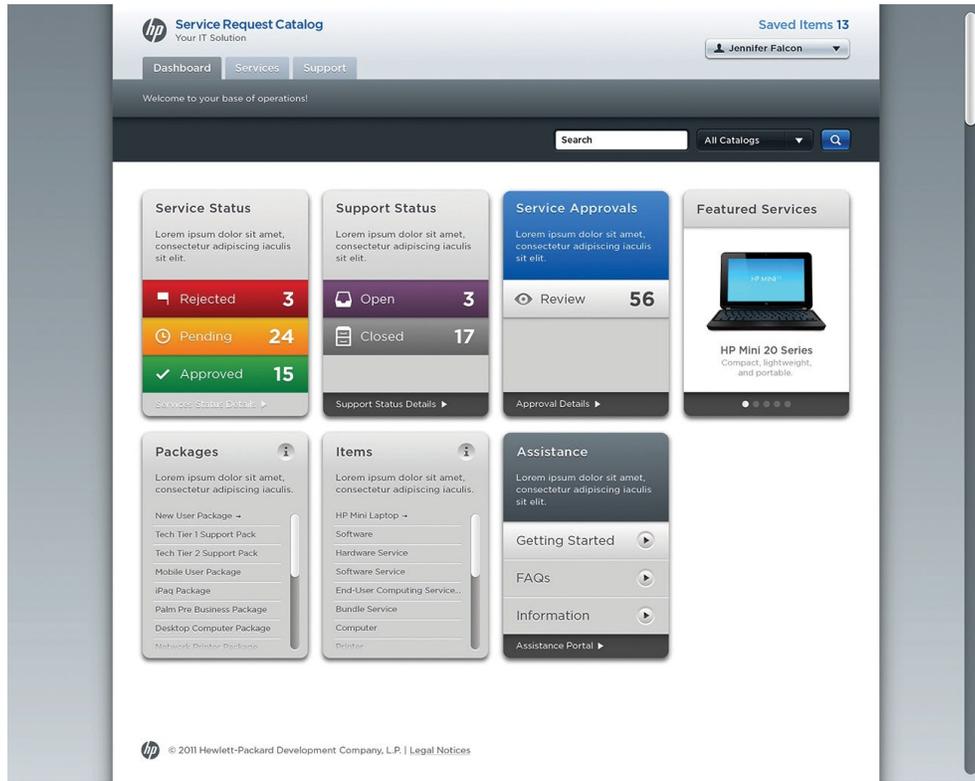


Table 1. HP ITSM ROI

The HP IT Service Management (ITSM) approach has proven its potential to improve ROI. The following table is drawn from actual HP customer case study results.

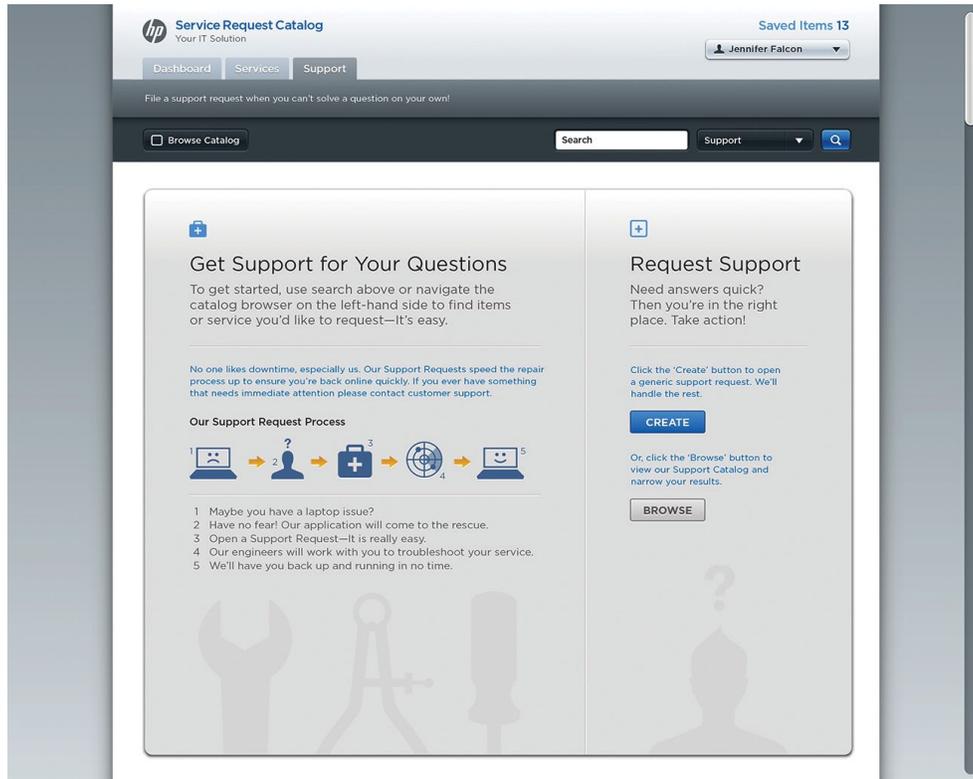
Time to acquire new hardware or software reduced 75%, reducing request backlog 70% ¹	Health care provider
Unit technology costs (for example: per desktop, per server, per gigabyte of storage) have dropped 14% in two years ²	Energy company
Delivered services 19% faster on top 5 catalog requests ³	Consumer packaged goods

¹ Source: Vancouver Coastal Health case study, HP internal study, January 2010.

² Source: Constellation Energy powers smart decisions case study, HP internal study, August 2010.

³ Source: Consolidated IT service solution is great for Kellogg employees case study, HP internal study, August 2011.

Figure 2. Requesting support with the HP Service Request Catalog



The HP Service Manager Service Catalog module provides a simple, easy-to-use, and interactive mechanism to request help from IT for their most common problems.

Powerful features

Innovative request handling

- Provide one-off transactional request fulfillment initiation
- Submittal of support requests through the same portal make it easy to ask for help
- Completed requests update service instance/configuration data

Web-based employee self-service

- End users (or first-level support agents) request goods and services

- Business owners create and publish catalog items and bundles via a wizard
- Approvers can modify or approve all requests based on business priorities
- Provide multilanguage and multicurrency support for employees around the world
- View status of all requests (goods, services, or support) at a glance

Customization and out-of-the-box integration

- Integration to HP Service Manager modules
- Connectors to other third party tools via the Web Services application program interfaces (APIs) of HP Service Manager
- Catalog checkout forms can be tailored to provide additional data by adding custom fields

A complete solution

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, increase your network efficiency and responsiveness, and achieve better return on your IT investments.

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Ordering information

For ordering HP Service Manager Service Catalog module, visit: hp.com/go/itsm and click the contact us button to contact our software sales team. A cost-effective option for obtaining the Service Catalog and end-user licenses is provided by the HP Service Manager Enterprise Suite. The Enterprise Suite offers a simple-to-order bundle of all HP Service Manager components, including the Service Catalog and Request Management.

HP Service Manager including the Service Catalog module is also available on HP Service Manager on SaaS (Software as a Service) at hp.com/go/saas.

Contact information

To find the nearest HP Software sales office, visit: hp.com/go/itsm and click the contact us button.

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For more information

Looking for a simple, easy-to-use, and interactive mechanism to request help from IT for your most common problems? Try HP IT Service Management solutions, visit hp.com/go/itsm.

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