

A grayscale image of a hand holding a small, translucent blue globe. The globe shows the continents of North and South America. A curved banner arches over the globe with the text "YOUR INDEPENDENT HPE SOFTWARE COMMUNITY".

YOUR INDEPENDENT HPE SOFTWARE COMMUNITY

**Universal Search, New Integrations and other Features in HPE
Propel 2.10**
February 23, 2016

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Hosted By:



Laura Walker

Chicago, Colorado, Minnesota, Ohio, and
Wisconsin Chapter Leader
HP Service Management SIG Leader



Today's Speakers



Christopher (CJ) Johnson
Chief Architect - HPE Propel
Hewlett Packard Enterprise



Vishal Desai
CEO and President
SAVLI Group



Housekeeping

- This “LIVE” session is being recorded
Recordings are available to all Vivit members
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Please type questions in the Questions Pane

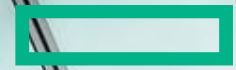


Webinar Control Panel

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Questions





**Hewlett Packard
Enterprise**

Universal Search, New Integrations and other Features in HPE Propel 2.10

Christopher (CJ) Johnson,
Chief architect for HPE Propel

February 23, 2016

HPE Propel 2.10 key new features

Universal search

- Using IDOL
- Better localization, customization of search results and indices
- Search across **service**, **support** and **knowledge** in a single unified interface

My Services for support

- Ability to “link” service with support.
- Tickets can be opened against the items I have ordered in Propel and the information can be passed between them

Enhancements to Cloud Subscriptions

- Actions against subscriptions with forms.
- Added support for new CSA adaptor including aggregated dynamic options from CSA

Ticket aggregation

- Now existing and pertinent support tickets are on-boarded to Propel automatically



Universal search

Search support,

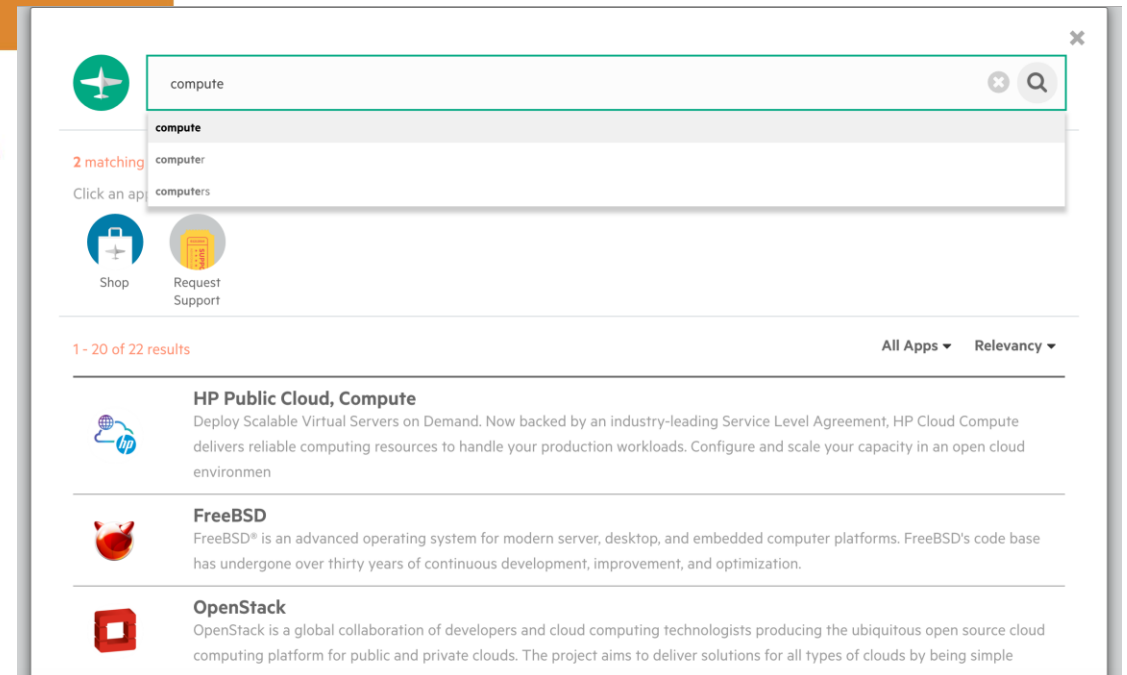
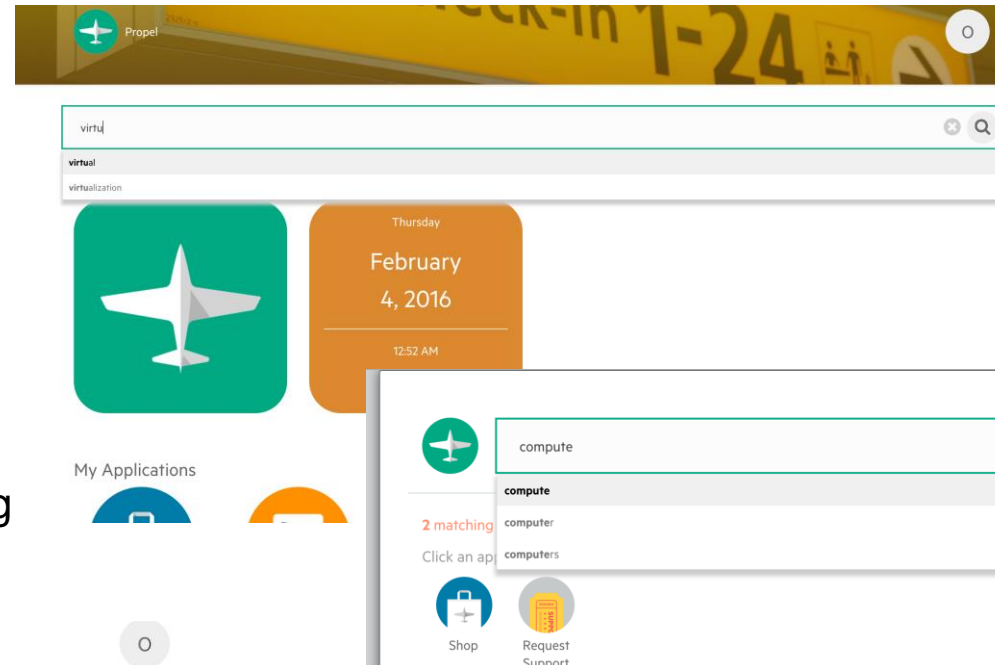
- Service
- Knowledge

Localized searching

- Has been improved

Parameterized search

- For better categorized search and browsing



500+ Desktop Computing, Laptops and Workstations

1 - 1 of 1 results

List Newest



HP Elitebook Folio 1040 Laptop
\$1,229.00

New cloud subscription capabilities

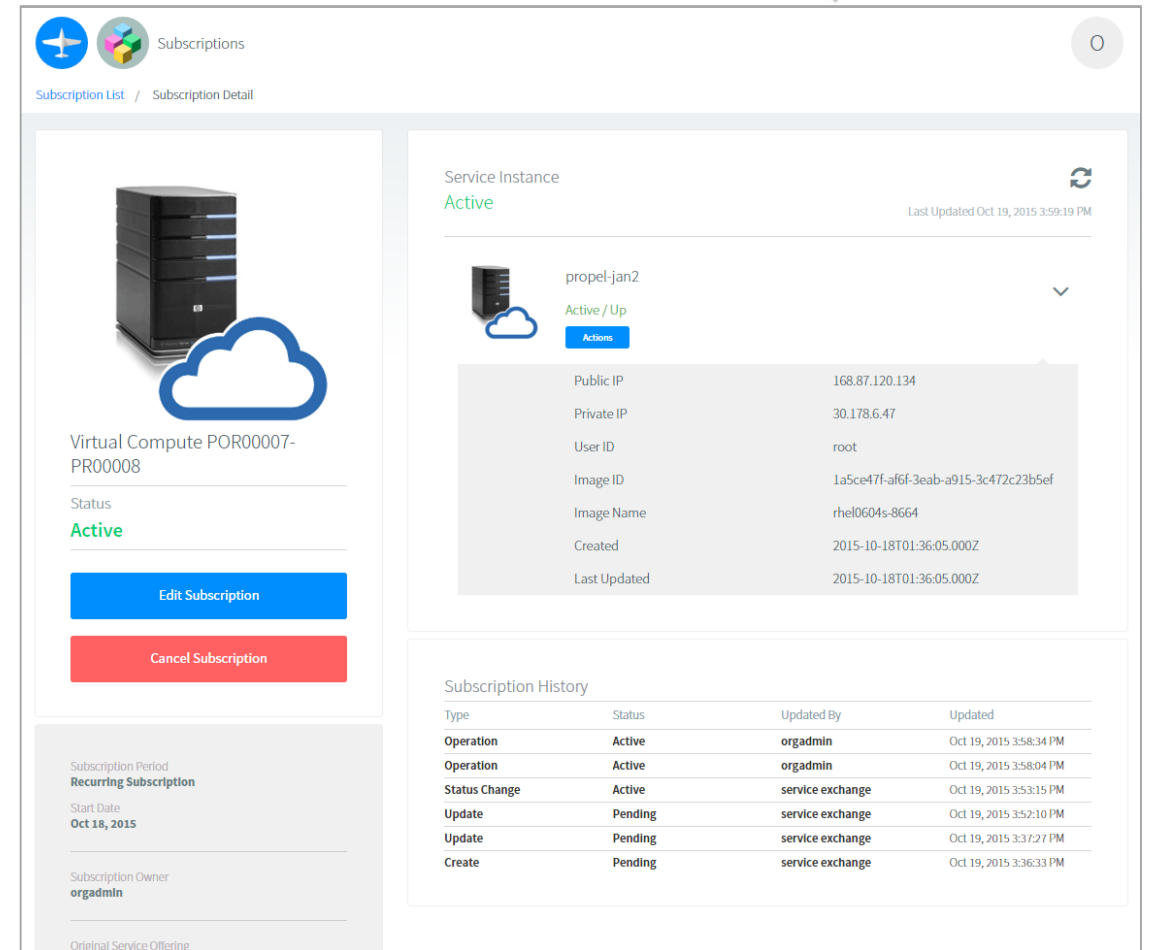
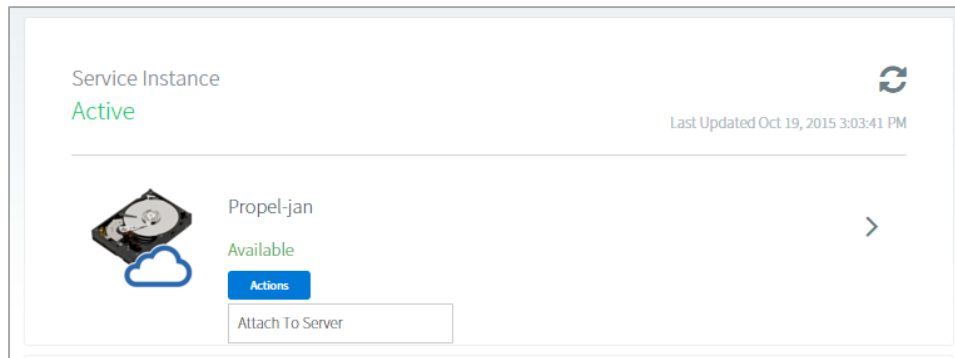


Subscriptions and service instances

- Subscription and service instance have been improved

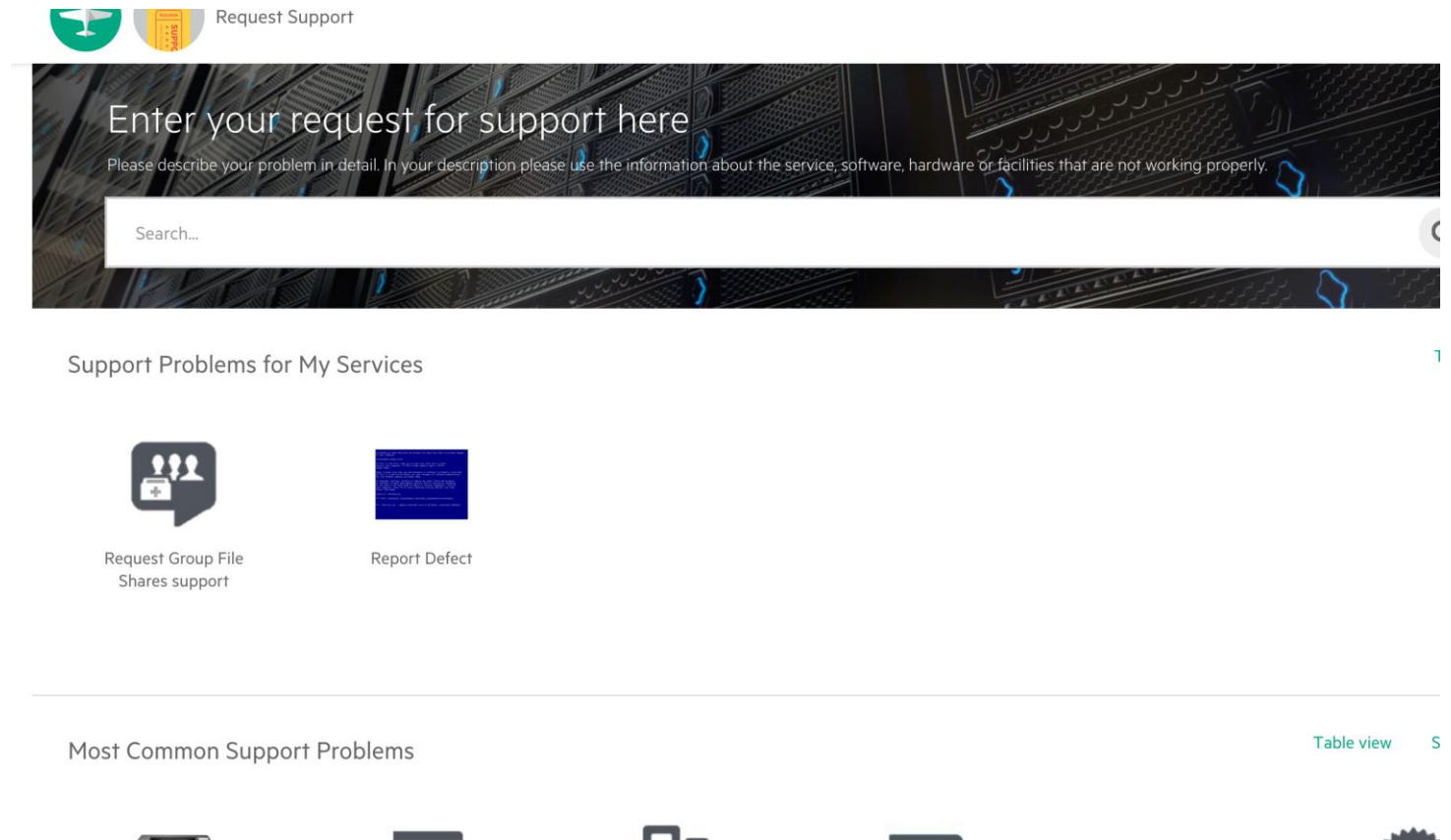
Service Consumption

- View Details
- Manage subscription (e.g. cancel)
- Manage service instance (e.g. stop or reboot server)



My Services – blending the experience of service and support

- Open tickets against the items that matter to you as the individual
- Map fields from the service to the support
 - Saves time and improves ticket accuracy
- Connect a different ticket system to a different fulfillment engine
 - Example: CSA for fulfillment and SAW for support



Request Support

Enter your request for support here

Please describe your problem in detail. In your description please use the information about the service, software, hardware or facilities that are not working properly.

Search...

Support Problems for My Services

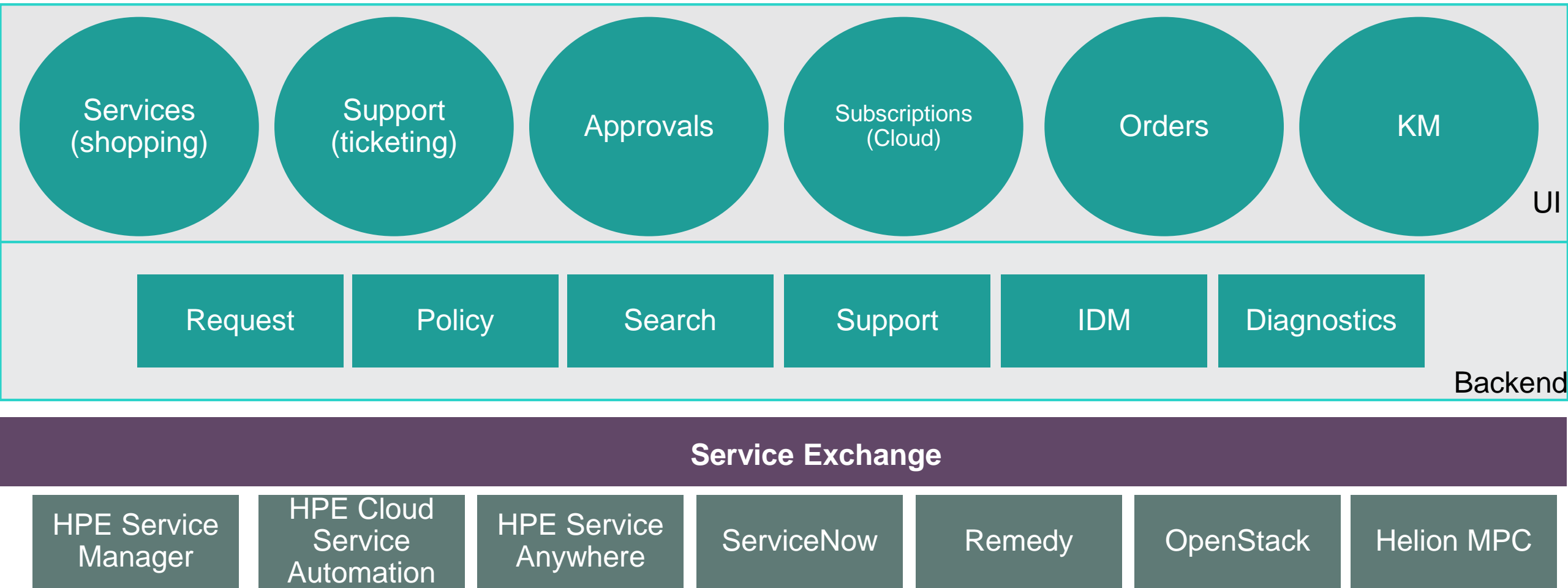
Request Group File Shares support

Report Defect

Most Common Support Problems

Table view S

Simplified functional architecture





Re-inventing IT Service Management

Brokering and Aligning ITSM

Speakers:

- Vishal Desai, Savli Group
- Chris Masters, Savli Group

Agenda

- Introductions
- Key Concepts
- Solution Demonstration

Savli Group

Savli Group info:

- In Business since 1996
- Established reputation in the Commercial and Federal IC sectors
- 100% delivery record across Federal and Commercial customer base
- Deep discipline knowledge of large scale and complex ITSM, EMS, and CMS solutions
- Extensive experience with integrating COTS and non-COTS products with HPE ITOM suite
- An engineering company with an engineering approach to IT
- Certified Channel Partner of Hewlett Packard Enterprise

Savli Group: Focus Service Areas

Consulting	Implementation	Software Sales
ITIL Process Workshops	ITSM Solutions	HPE Software
Executive ITSM Strategy Development	Configuration Management Systems	
	Enterprise Management Systems	

Compelling Industry Needs

ITSM Functions and Capabilities



Consolidated Service Desk Portal

Single contact portal for ticket submission, Knowledge Search, Approvals, & Communiqué



Integrated Service Catalog

Aggregated Catalog, Automated Fulfillment



Service Exchange

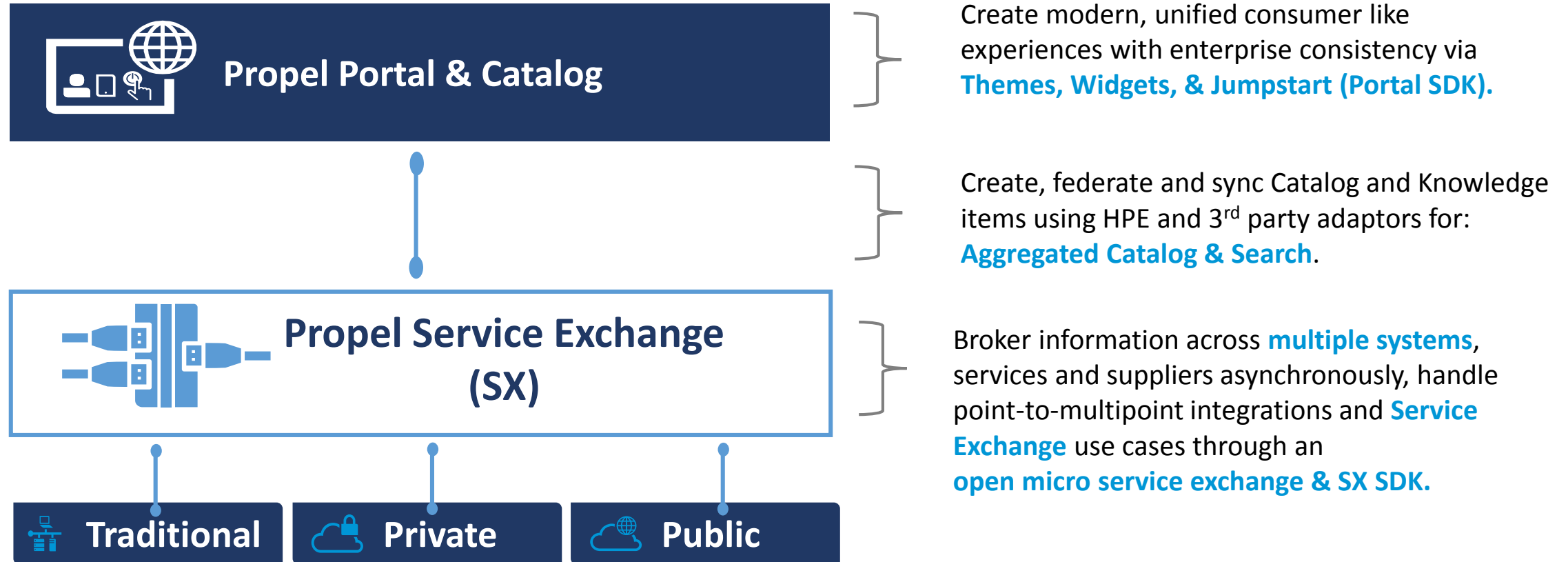
Seamless Ticketing Brokering, Threaded Communications



Stand Alone Portal with Aggregated Catalog

A Single User experience and IT Service Brokerage for 100% of your apps and services

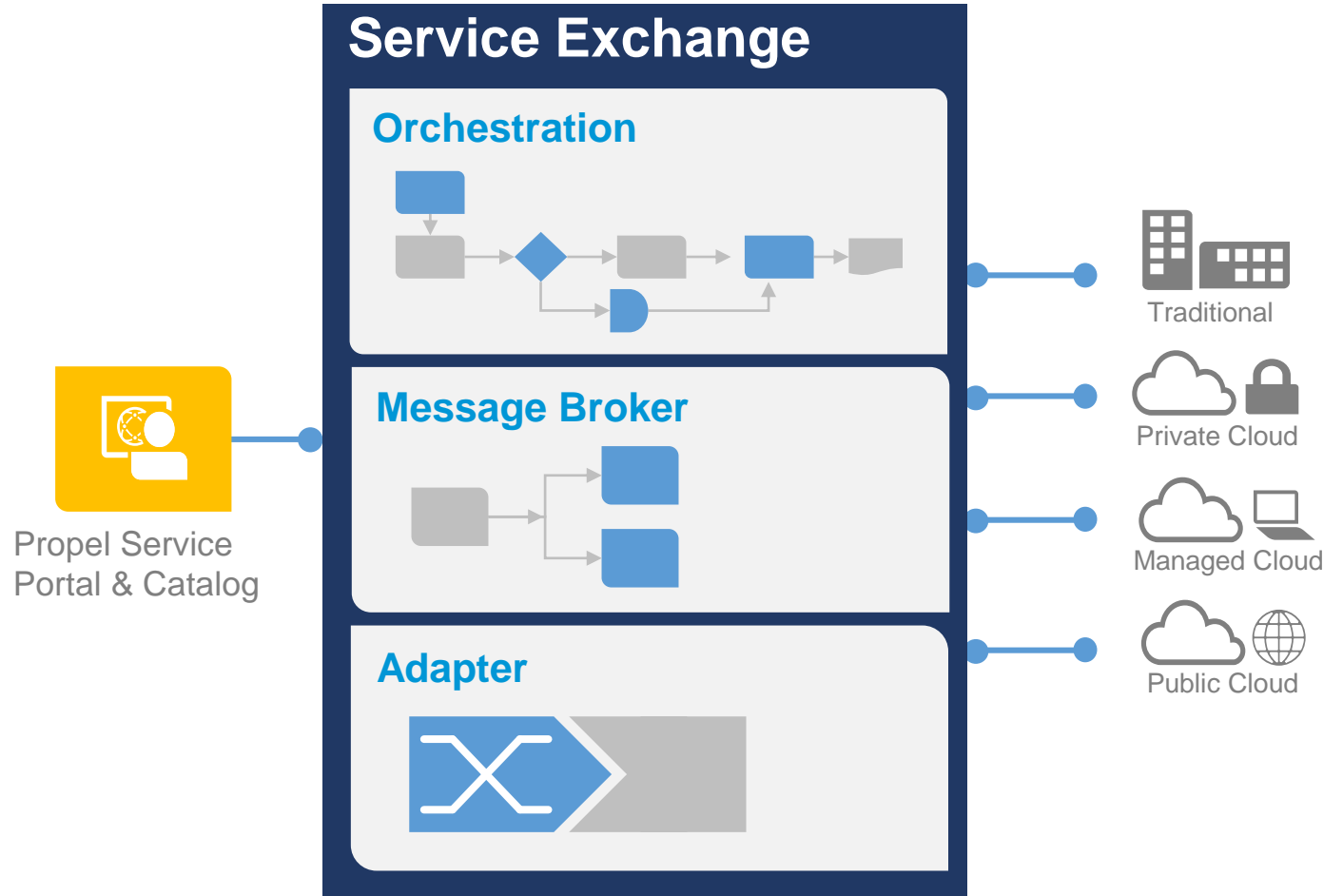
Unique Capabilities for Service Brokering



Open Service Exchange

Agility in selecting best providers

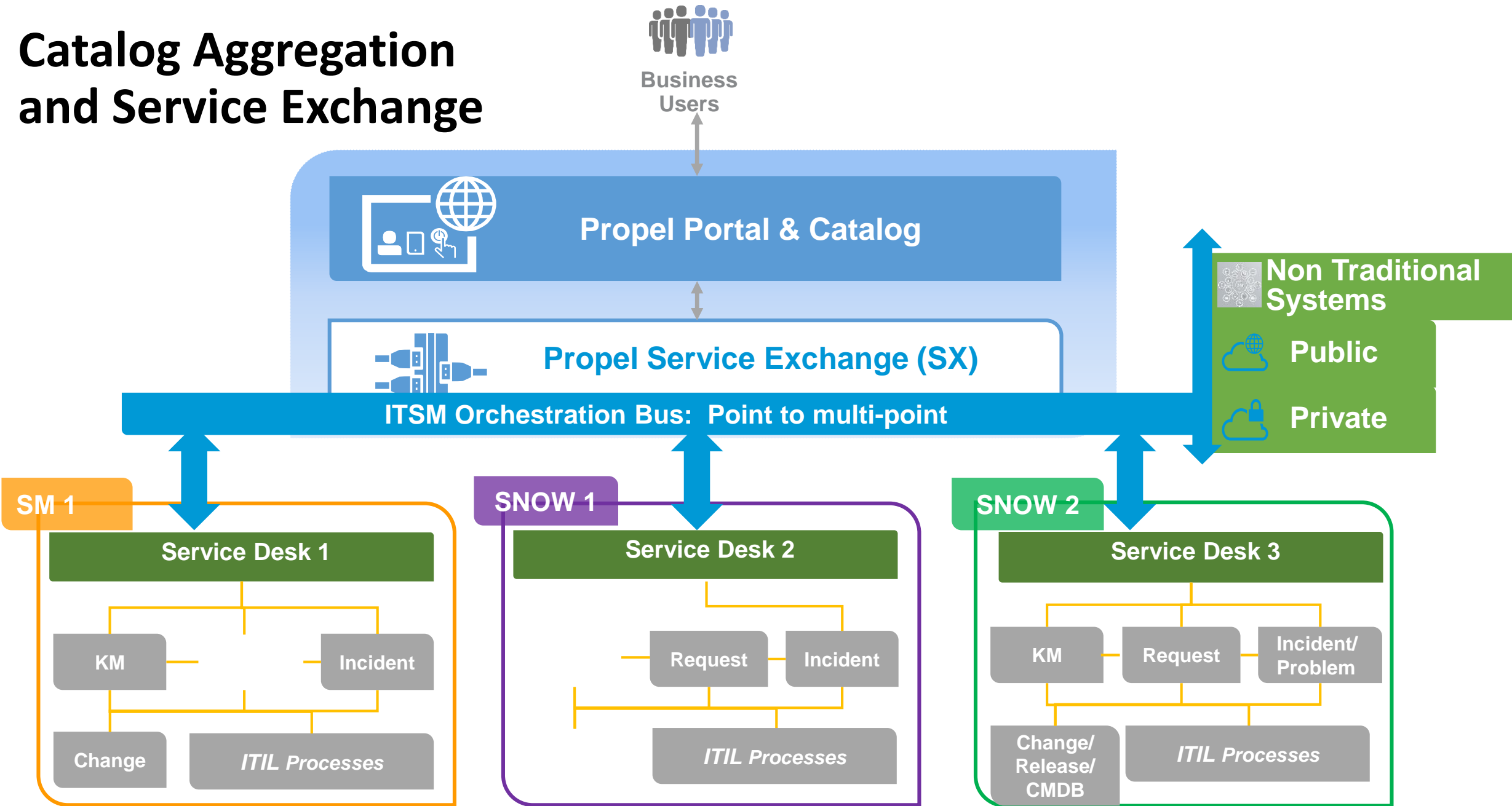
- Plug-and-play: Integrate once – use everywhere
- Fast onboarding of new suppliers
- Orchestrated delivery: routing service requests from Portal to fulfillment system
- IT management orchestration: Case exchange



Savli Offering: SNOW Adapter

- **Industry first Adapter that performs SNOW Catalog Aggregation, SNOW Request Fulfillment, and SNOW Support Ticket generation**
- **Exchanges tickets between HPE SM and ServiceNow in a seamless manner**
- **Built on Point-multi-point reusable architecture platform**
- **Significantly eases on-boarding and brokering of additional ticketing systems**

Catalog Aggregation and Service Exchange



Key Features of Savli SNOW Adapter

Propel Portal

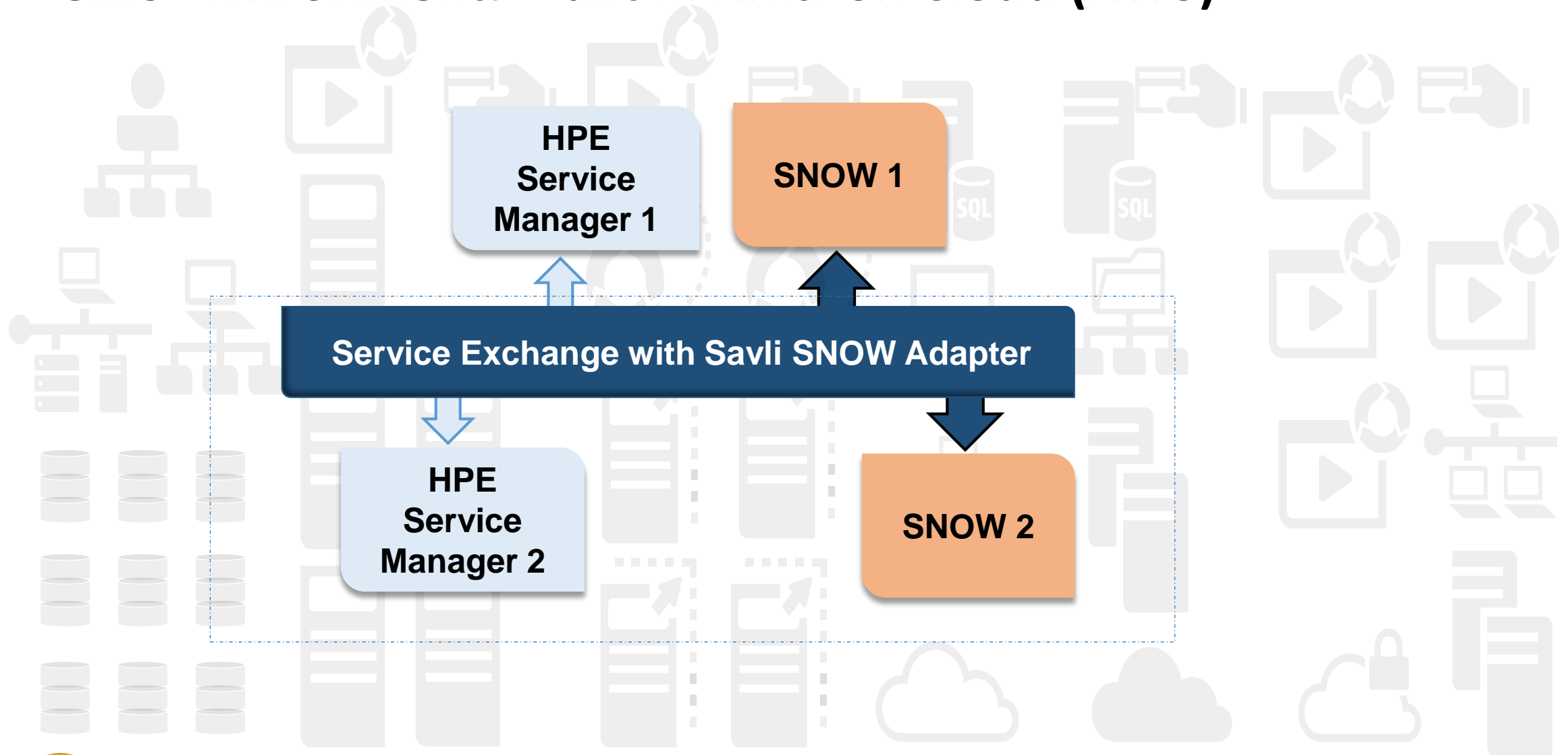
- **Perform SNOW Catalog Aggregation in the Propel Portal**
- **Execute Request Fulfillment in individual SNOW instances**
- **Generate Support Tickets in individual SNOW instances**
- **Access SNOW Knowledgebase**

Key Features of Savli SNOW Adapter

Service Exchange:

- Exchange ticket to and from SNOW instances
- Transfer attachment between brokered tickets
- Permit threaded communications between brokered tickets
- Perform workflow based data mapping and updates

Demo Environment: Built in Amazon Cloud (AWS)



Service Exchange Demonstration

- **Use Case 1:** **Propel Catalog Aggregation**
- **Use Case 2:** **Request Fulfillment in SNOW**
- **Use Case 3:** **Support ticket creation in SNOW**
- **Use Case 4:** **Ticket Brokering between two instances of ServiceNow using Savli Adapter**
- **Use Case 5:** **Ticket Brokering between two HPE Service Managers**
- **Use Case 6:** **Ticket Brokering between ServiceNow and HPE Service Manager**

FAQ & Next Steps

- **When is Savli SNOW Adapter Available?**
 - **Now**
- **How can we obtain Savli SNOW Adapter?**
 - **Via HPLN or by contacting Savli Group directly**
 - **HPLN:**
 - **Direct: sales@savli.com**
- **Which versions of ServiceNow are compatible with the Adapter?**
 - **Eureka & Fuji**
- **If you have an opportunity, or need a customer Demo, contact us: sales@savli.com or 301-879-9622**

Get started now!

To contact us: www.savli.com

Get in touch with us!



Vishal Desai

President
301-879-6922

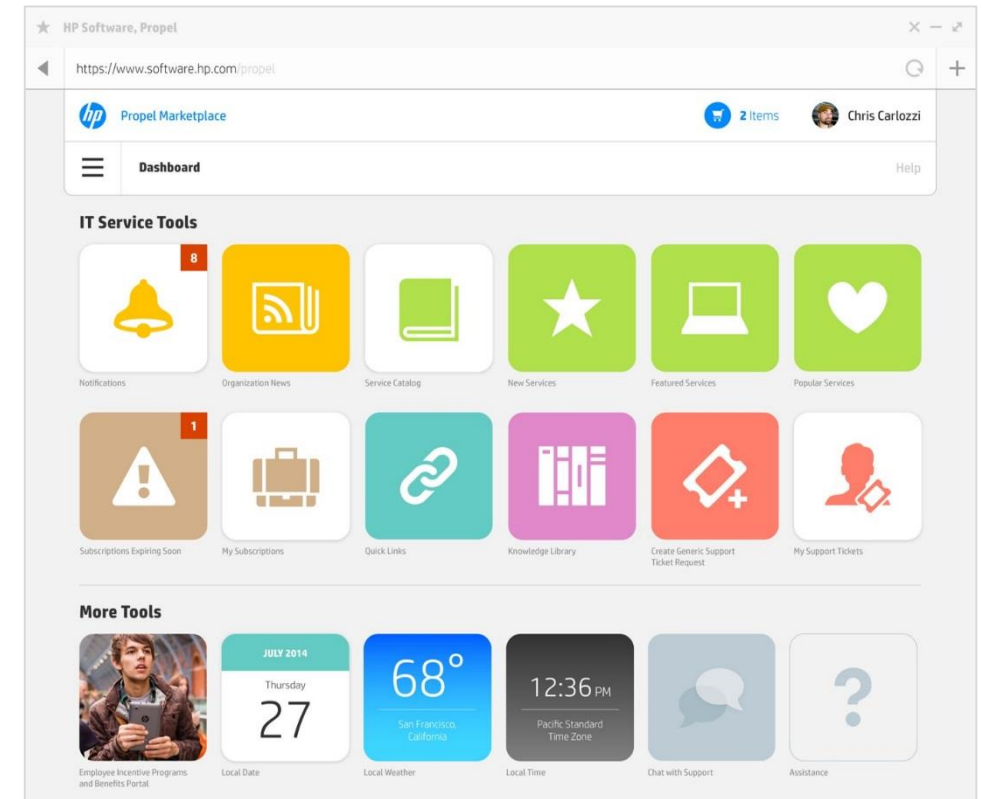
vdesai@savli.com

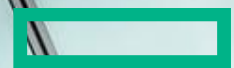


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Thank you



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