



YOUR INDEPENDENT HPE SOFTWARE COMMUNITY



What's New in HPE Service Anywhere August 2016 Release September 8, 2016

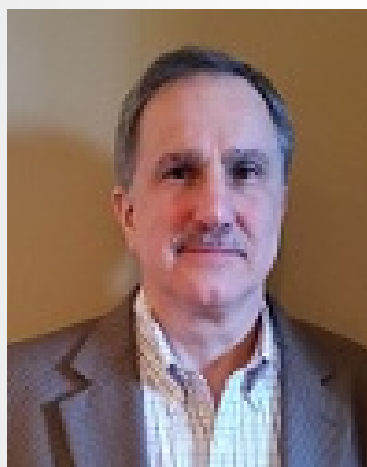
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Hosted By



Jim Copio
Manager

Whitlock Infrastructure Solutions
Carolinas Chapter Leader
BSM SIG Leader



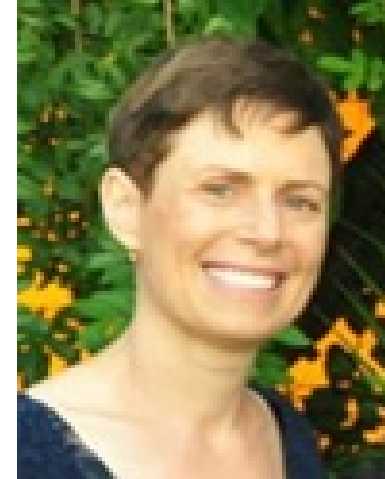
Today's Speakers



Steven Anderson
Senior Product Manager
HPE Service Anywhere
Hewlett Packard Enterprise



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Hewlett Packard Enterprise



Julie Azoulai
Product Marketing Manager
HPE Service Anywhere
Hewlett Packard Enterprise



Housekeeping

- This “LIVE” session is being recorded
Recordings are available to all Vivit members
- Session Q&A:
Please type questions in the Questions Section



Forward-looking statements

This is a rolling (up to three year) Roadmap and is subject to change without notice

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Agenda



- **ITSM and the Big Data Service Desk**
- **HPE Service Anywhere August 2016 Release**
- **Demo**
- **HPE Service Anywhere Customer Programs**
- **Where to go from here**
- **Key takeaways**
- **Q&A**

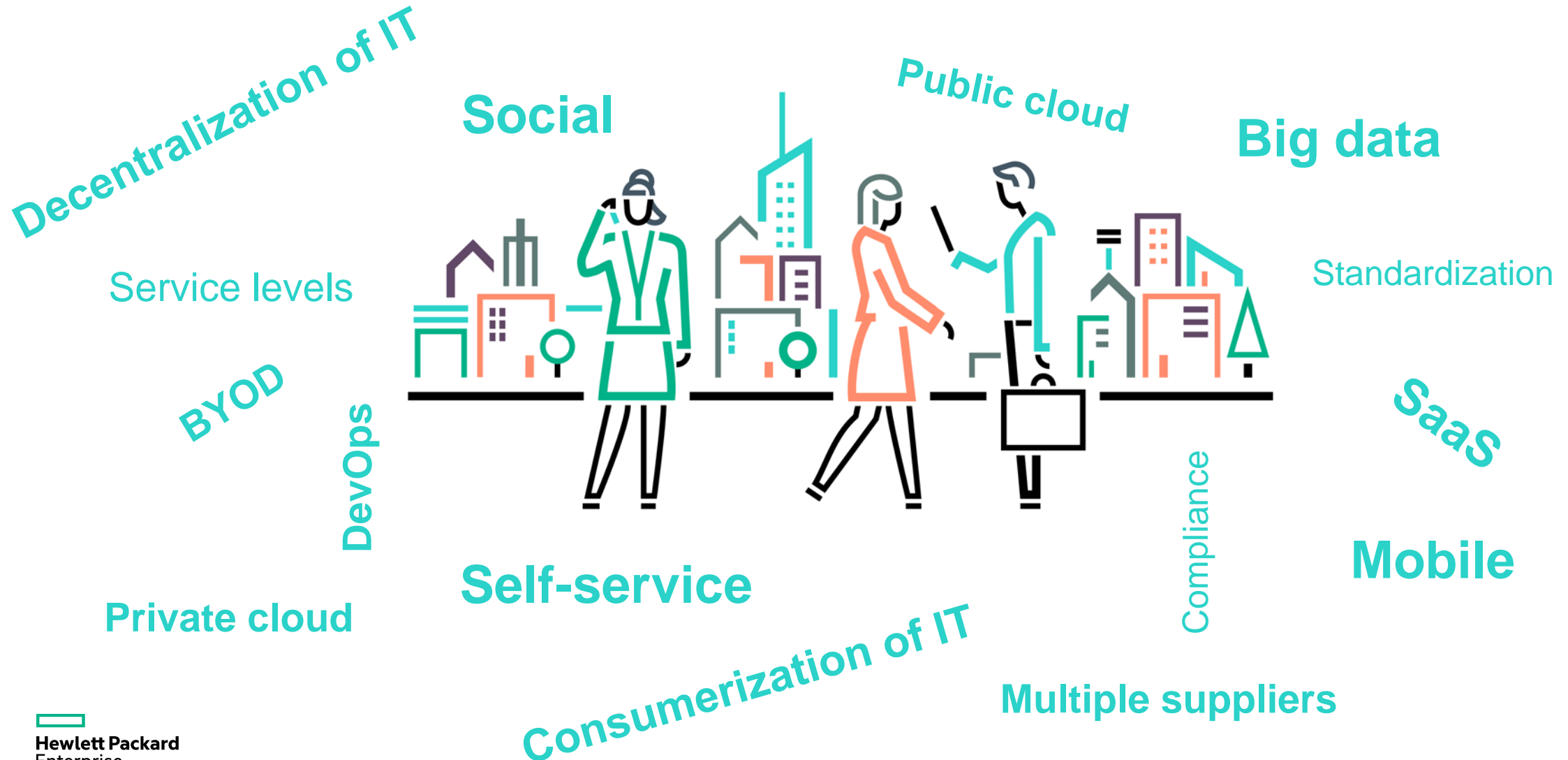


ITSM and the Big Data SaaS Service Desk

Why care?

IT service management is changing...

Challenging budgets, emerging trends, new stakeholders, and growing complexity



IT Service Management challenges



Service desk
seen
as slow and
unresponsive

Inadequate
or limited
self-service

Too many
manual tasks

Unknown
asset usage

Long
deployments
and
expensive
upgrades

The inevitable business impact

Dissatisfied users bypass the service desk

Inefficient service desk at a high cost

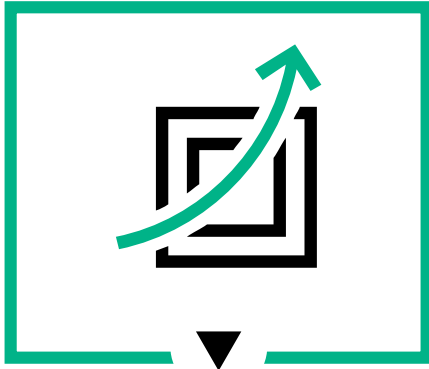
Low service quality at high cost

Proliferation of shadow IT and LOB initiatives

Overspending on assets



The HPE Service Anywhere difference



Increased Service Quality

Big Data analytics, insight and knowledge delivery



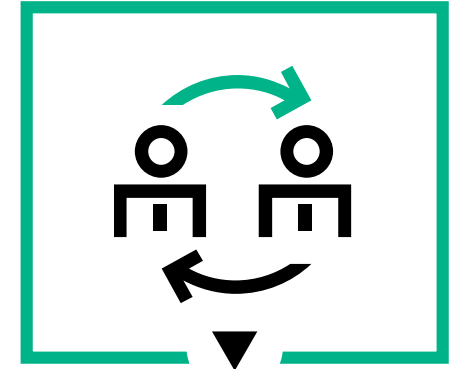
Reduced cost of IT

Optimize portfolio and assets investments



Improved speed and agility

Automation and ease of administration and configuration

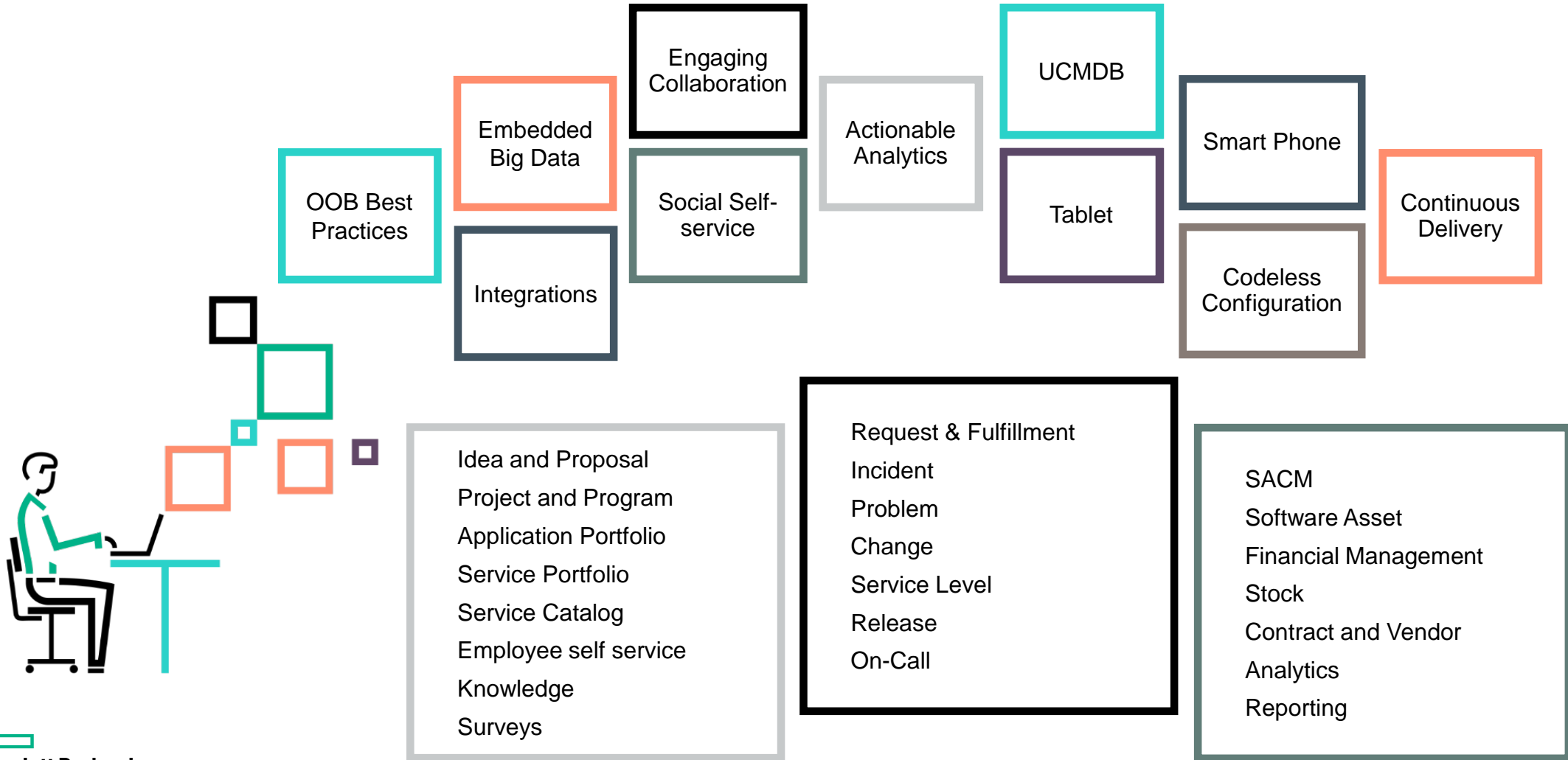


Improved user experience

Self-sufficiency with social, mobile, and relevant information

HPE Service Anywhere

Comprehensive SaaS Service Desk based on industry best practices



Tangible benefits

DFID reduces IT service desk phone calls by 50%

Challenge

- The UK Government's Department for International Development (DFID) needed to deliver efficient and effective IT support to 3,000 staff in disparate locations across 50 countries

Solution

- HPE Service Anywhere simplifies and consolidates service management by providing a single point of contact for all core IT processes including incident, problem, change, request and knowledge management

Result

- 20% fewer request tickets raised
- 50% reduction in service desk phone calls





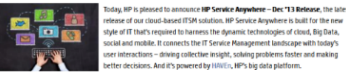
August 2016 New Features

Agile continuous delivery in action

See the [ITSM blog on HPE.com](#) for more details of each update

Social Insight meets ITSM – The December '13 release of Service Anywhere is now available

13 Comments



Today, HP is pleased to announce **HP Service Anywhere – Dec '13 Release**, the latest release of our cloud-based ITSM solution. HP Service Anywhere is built for the new style of IT that's required to harness the dynamic technologies of cloud, Big Data, social and mobile. It connects the IT Service Management landscape with today's user interactions – driving proactive insight, solving problems faster and making better decisions. And it's powered by social, Big Data and mobile.

We all know that in today's competitive market, it is facing more stress to keep up with the demands of the business – all with a budget that is ever enough. In recent years, with the rise of cloud technologies and communication trends, IT is faced with higher expectations to deliver services faster, and with a consumer-level experience.

When IT fails to meet these expectations, Lines of Business start seeking alternatives to central IT, often by consuming public cloud services. But in doing so, they often expose the organization to new risks and higher costs. When IT is not able to break through the ceiling created by its own ITSM tools, the gap between IT and the Lines of Business further widens.

What's hiding in your unstructured data?

HP Service Anywhere December '13 Release helps bridge the gap between IT and business by unleashing the hidden value

Discover the secrets behind HP Service Anywhere in Las Vegas

2 Comments



What do Vegas, celebrities, hot service, dinner, restaurants, services, and laptops all have in common? They will all be front and center in the bright lights and heat of HP Discover in Las Vegas next week. This is a great opportunity to get the answers to your toughest questions and to see demos of the latest in IT Service Management.


In particular for HP Service Anywhere, I recommend:

- **HP SaaS** - Changing the rules of customer service management with HP Service Anywhere. PointClickCare changed the game in long-term care technology by delivering the first Software-as-a-Service based electronic health record software. Facing rapid growth and constant change, PointClickCare outgrew its original IT Service Management solution. The customer needed a cloud solution that would help address their delivery and change processes. Come to the session and find out about PointClickCare's experience using HP Service Anywhere—including moving to new updates under our continuous delivery model.
- **HP SaaS** - What's new with HP Service Anywhere

Celebrate the season with Service Anywhere - the December update is now live!

16 Comments

MaryRasmussen | December 22, 2014



The HP ITSM team is celebrating today. A new update to the HP Service Anywhere SaaS ITSM service desk is now available. This update is already running in both production and trial instances compliments of our agile continuous delivery process with our multi-tenant architecture. Exactly what you need for the holidays – a worry free update, zero downtime, and fast time to value.

The December 2014 update includes several user interface improvements as well as enhancements in the areas of change analytics, SACM, Contract Management and License Optimization. There is also a new out of the box integration to HP Operations Manager (OM) to add to the list of out of the box integrations that are included with HP Service Anywhere.

The best way to see "what's new" is to login into an instance of the service, if you're

Service Anywhere June 2015 Update

Dips_Guest | June 28, 2015



It's summer (here in North America) and I do with the June 2015 Service Anywhere in from the sunshine, or put down that latest Service Anywhere has to offer. And available on Sunday – meaning all custom capabilities without having to suffer thro

Read on to learn more.

Guest post by Tonya Scherba, Sr. Product Manager, HP Service Anywhere

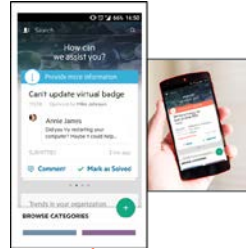
September 2015 Major Themes

Shared Service Transformation
Near: Data Segmentation, White Labeling, Multiple ESS Theming
Value: Deploy SaaS across organizational boundaries (e.g. IT, HR, ...) support multiple LOBs and centralized IT. Enable MSP opportunities by allowing segmentation of data and uniquely branded interfaces across customers.

Smart Shopping and Social Support
Near: Advanced catalog configuration, shopping cart, request on behalf, public requesting, email integration
Value: Ticketless IT gets a boost from Share Public requests, and the overall Request-to-Fulfill lifecycle is strongly addressed with robust requesting and fulfillment capabilities.

Service Measurement
Near: Operating Level Agreements and Underpinning Contracts, Fulfillment SLTs, Metric Based Reports
Value: Manage process delivery across organizations, measure vendor performance, leverage Big Data reporting and analytics in new ways.


Application Portfolio Management
Near: Brand new application branding the SaaS Portfolio
Value: Manage applications in portfolio with guided optimization to maximize quality and investment where most valuable to the business.



The HP Service Anywhere March 2014 Release Now Available

3 Comments

MaryRasmussen | March 31, 2014 - last edited April 1, 2014



It was just 3 months ago when the new HP Service Anywhere came to market – the solution designed and built specifically for SaaS and ITSM with Big Data technology as part of the foundation. Since its release, customers have enjoyed higher user satisfaction and increased productivity using Service Anywhere's modern interface and connected intelligence that includes unstructured data from social insight.

Here are only three of the many enhancements you will experience with this release:

Hot Topic Analytics: Customers can now easily visualize the trends in their IT environment, and take action based on those trends. One use case implemented in this release is to use the map to track incidents and then take action to make a problem record for these incidents. This allows IT to easily identify lower priority incidents that are occurring frequently but are not readily visible otherwise due to the nature of the incidents. We these incidents reduce productivity both for IT agents (who may end up taking phone calls to raise the ticket) and business users who may struggle in resolving. **Visibility** concerns with the problem creation, and **productivity** is raised across the business as IT support is aware of the issue, and at some point the problem will get resolved.

Riding the wave of Continuous Delivery - Announcing the August 2014 update to HP Service Anywhere

3 Comments

MaryRasmussen | September 1, 2014 - last edited September 21, 2014



Summer is winding down here in North America, but it's an endless summer for HP Service Anywhere. The new August update is now available, and it's soaring fast!

I imagine right now you are thinking "Didn't we have an update in June? And you've said that HP's continuous delivery process created with our modern SaaS architecture gives us the ability to deliver added value to our ITSM users – quickly and seamlessly.

This update delivers enhancements for the IT user that few even higher staff efficiencies – many based on smart automation. For the business user the focus continues to be enabling self-efficacy that gets you the best answer quickly and avoids tickets coming into the help desk to experience this latest update to try a few times. You are not a casual Service Anywhere user, simply register for a free trial.

There are simply too many new enhancements to this SaaS ITSM service desk to detail here, so I picked three of our favorite areas to share with you.

Change Analytics that Drive Actionable Insight

You have to just love the analytics capability in Service Anywhere. The secret to our analytics is our HP HPEM big data platform technology. It's embedded, not bolted on so big data is available to the user when he needs it, when he needs

Spring forward with the HP Service Anywhere March release

22 Comments

Chuck_Guest | March 21, 2015 - last edited April 1, 2015




In the spirit of a new spring, I am excited to announce that HP Service Anywhere March is now live! And, you can experience it by registering for a free 30 day trial.

Service Anywhere helps increase your IT customer satisfaction, mature your ITSM process, and optimize contract. Ignite your IT service desk forward with the March release. Some of the biggest enhancements include Big Data powered surveys, release management, incident and proposals, immersive IT asset management.

Continue reading to find out how you can take advantage of them.

Jazz up your September with the newest release of HP Service Anywhere!

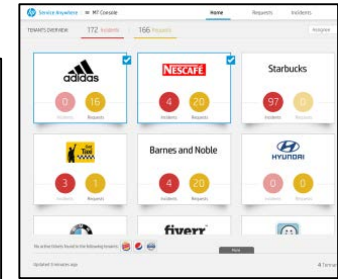
Chuck_Guest | August 30, 2015



The HP Service Anywhere September release delivers significant new capabilities for shared service environments which are required by managed service providers (MSP) and IT organizations that effectively act as service providers.

Plus more big data benefits, more social capabilities, non IT support, and application portfolio management, ... to just name a few.

Keep reading for some snappy musical history AND to find out more about the September release of Service Anywhere.

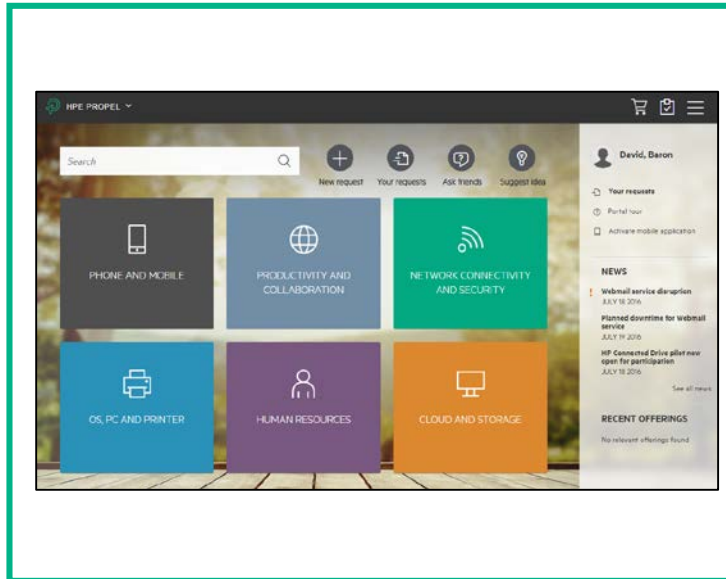


December 2013 March 2014 June 2014 Sept 2014 Dec 2014 March 2015 June 2015 Sept 2015 Dec 2015 March 2016 Aug 2016

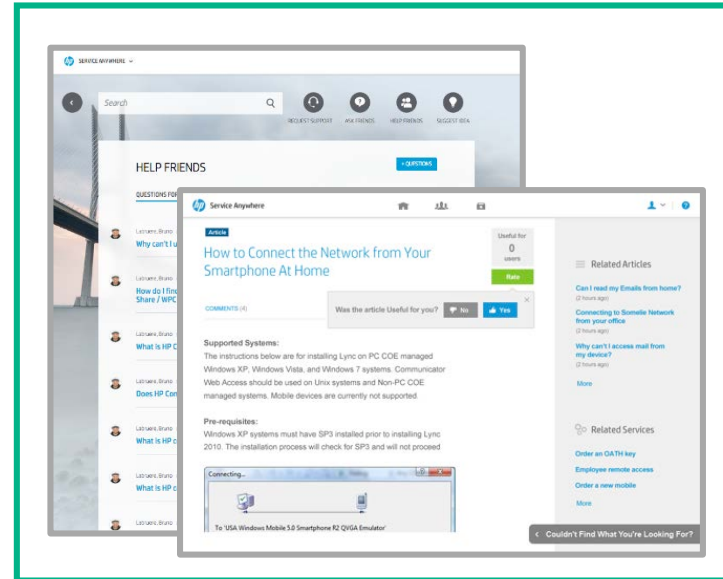
User experience

Simple, modern & beautiful to enhance productivity and user satisfaction.

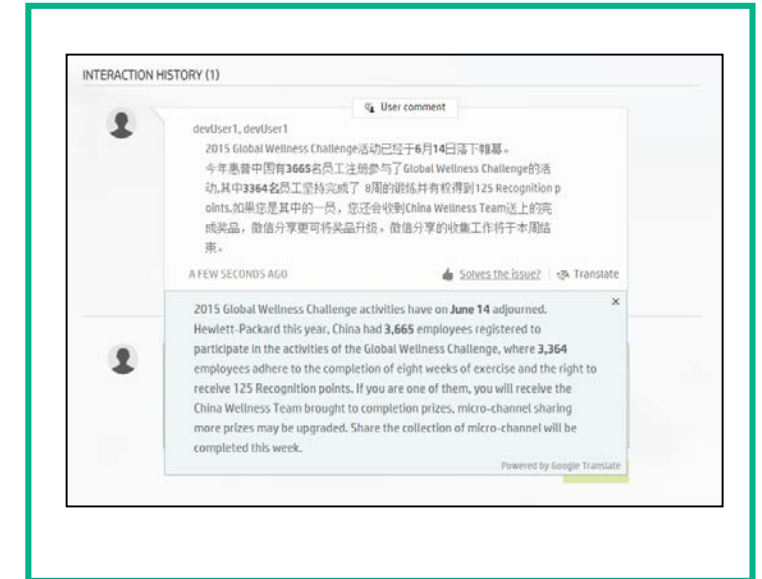
Modern Design



Social Collaboration – Self-service



On-the-fly translation



- Intuitive and Integrated
- Web, tablet, smart phone
- Create your own experience
- Free access, designed to make users self-sufficient

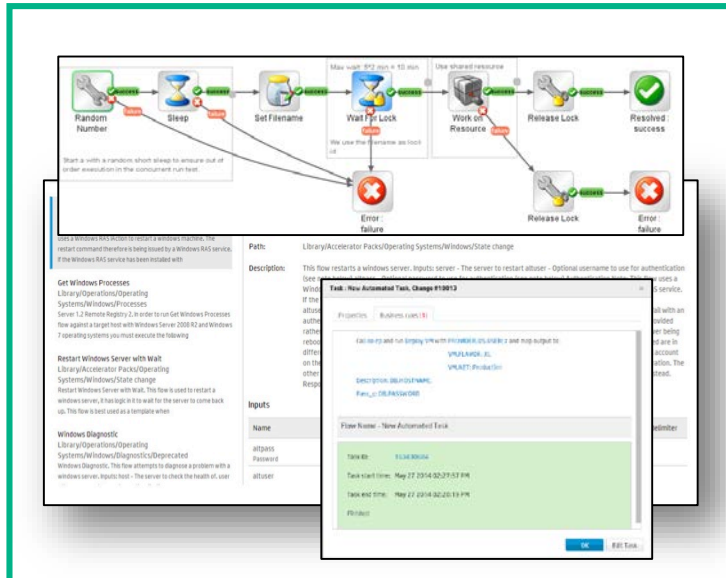
- Self-sufficiency with social experience
- Handle requests of all types
- Proactive suggestions of solutions
- Grows knowledge organically

- Effective communication between employees and agents for a global, multi-lingual customer base
- Requires Google Translate license

Smart

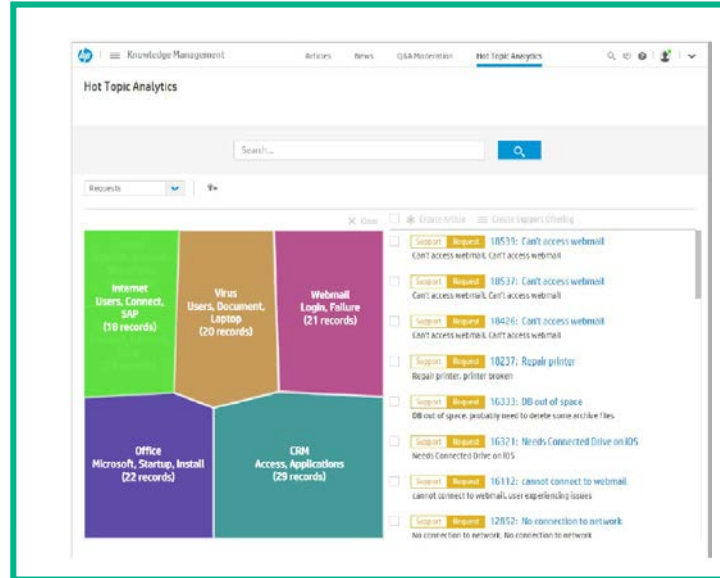
Understand and predict users' needs to reduce the learning curve, provide better answers

Automation



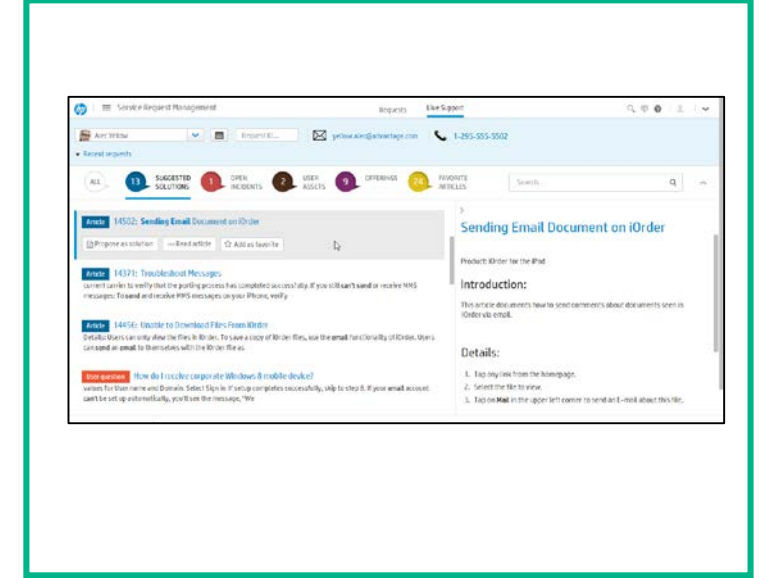
- Industry leading automation
- Fully leverage HPE OO
- Automate Change and Request

Hot topic analytics



- Unstructured data analytics
- Identify hidden trends
- Actionable – improve knowledge, enhance catalog offerings, and perform proactive problem management

Proactive Live Support

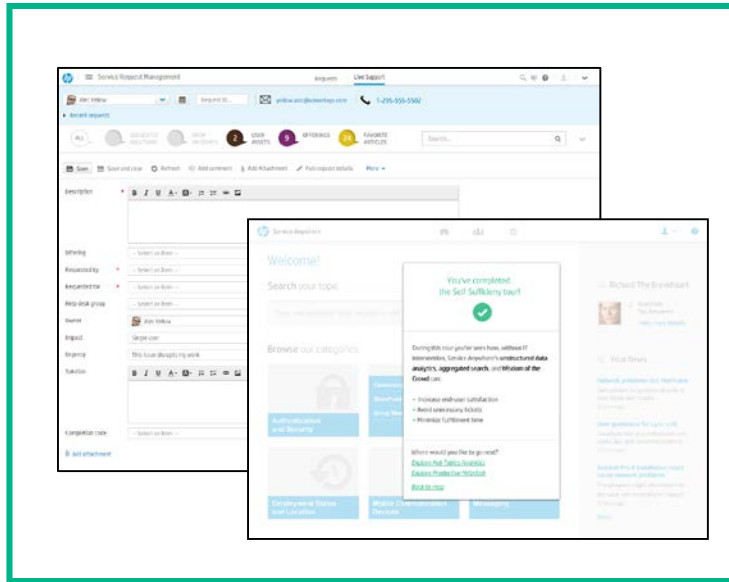


- Optimized experience for live phone based support
- Caller details – including their recently opened requests
- Proactive suggestions to resolve ticket on first touch

Best practices

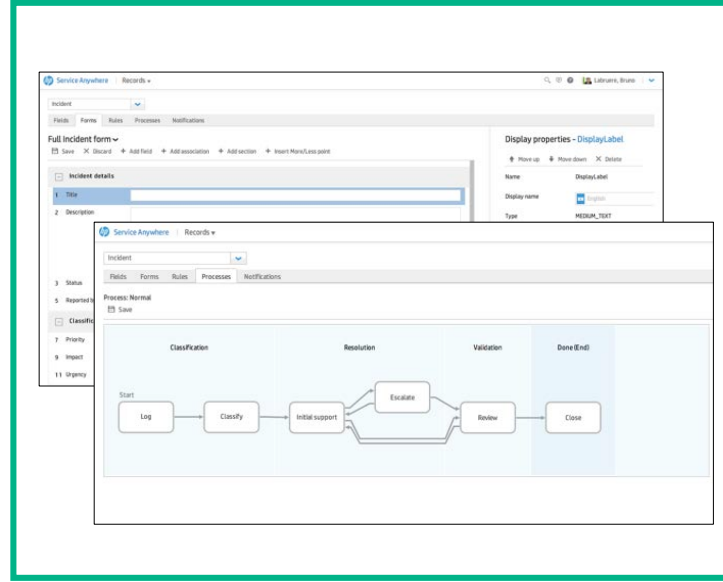
HPE expertise built-in to leverage directly or configure codelessly for improved time to value.

Excellent experience out-of-the-box



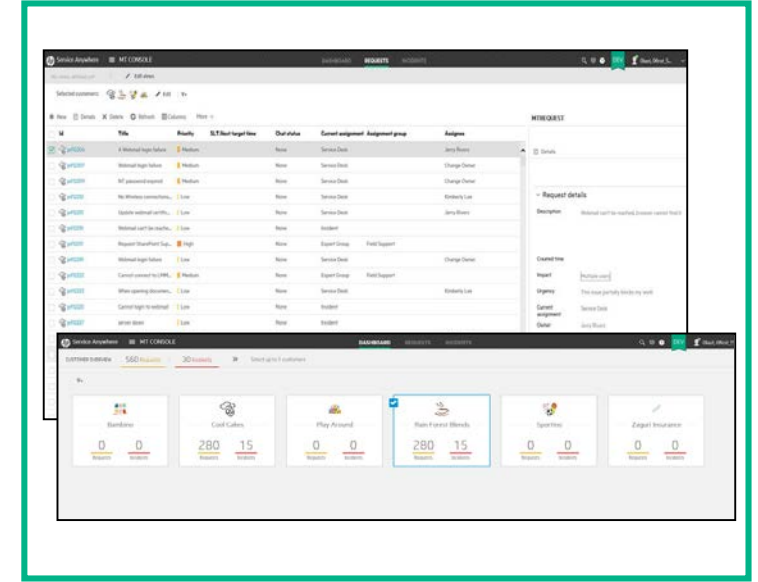
- Guided tours and welcome screen
- Short implementations, fast TTV
- Customers have gone from PO to Production in a month

Codeless Configuration



- Simple graphical interface to modify process flows, model, and forms
- No programming required
- Retains custom configurations for seamless upgrades

Shared Service and Managed Service Provider

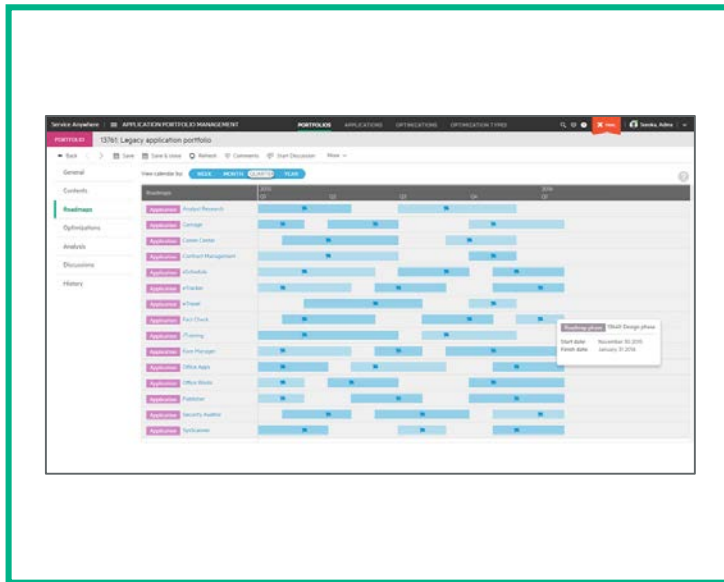


- Service Providers can view consolidated dashboard across customer tenants
- Manage single queue according to Service Levels and Priorities

The complete service lifecycle

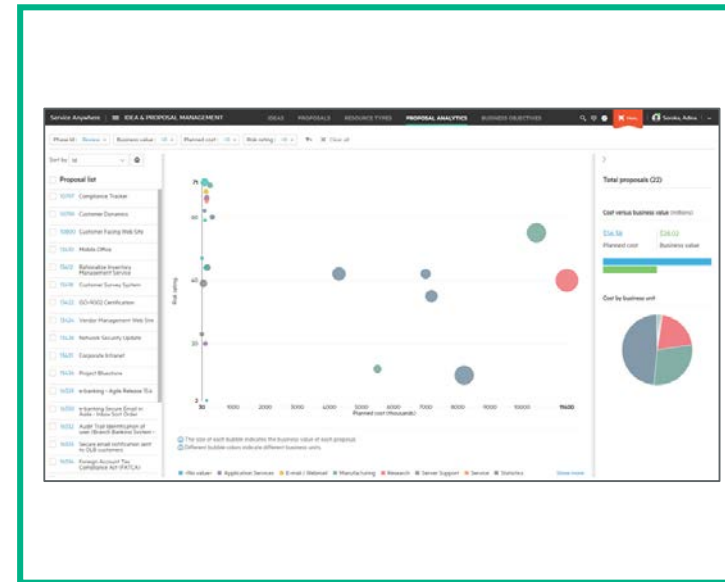
Non-traditional service desk capabilities that contribute to overall service management

Application Portfolio Management



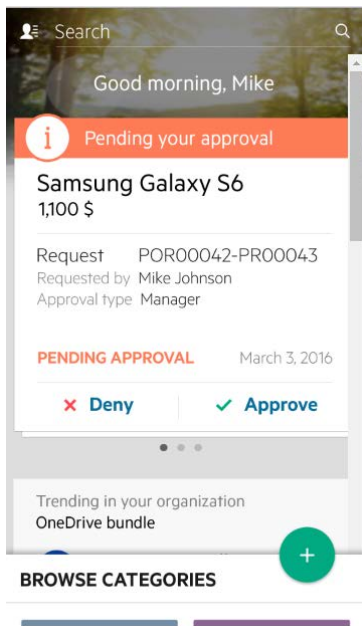
- Maintain accurate records of software, devices, and infrastructure assets
- Control changes to assets
- Manage new releases of assets

Idea and Proposal Management



- Collect feedback and ideas from employees
- Manage proposal life cycle through refinement, review, and approval
- Extend ideation proposal to project and program management.

August 2016 release themes



Mobility: Service on the Go

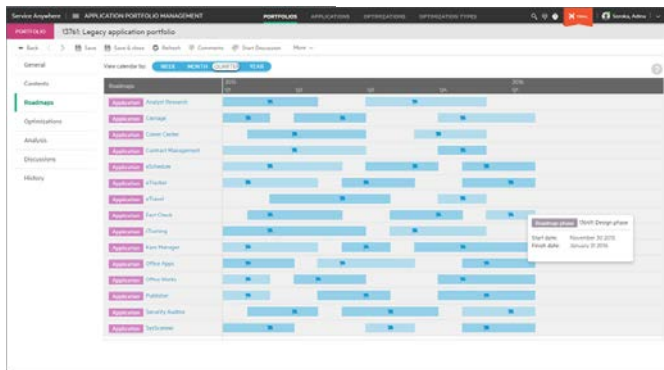
- Improve employee self-sufficiency and satisfaction by making services accessible anywhere

Fast and secure

- Deliver new features faster and protect critical functions

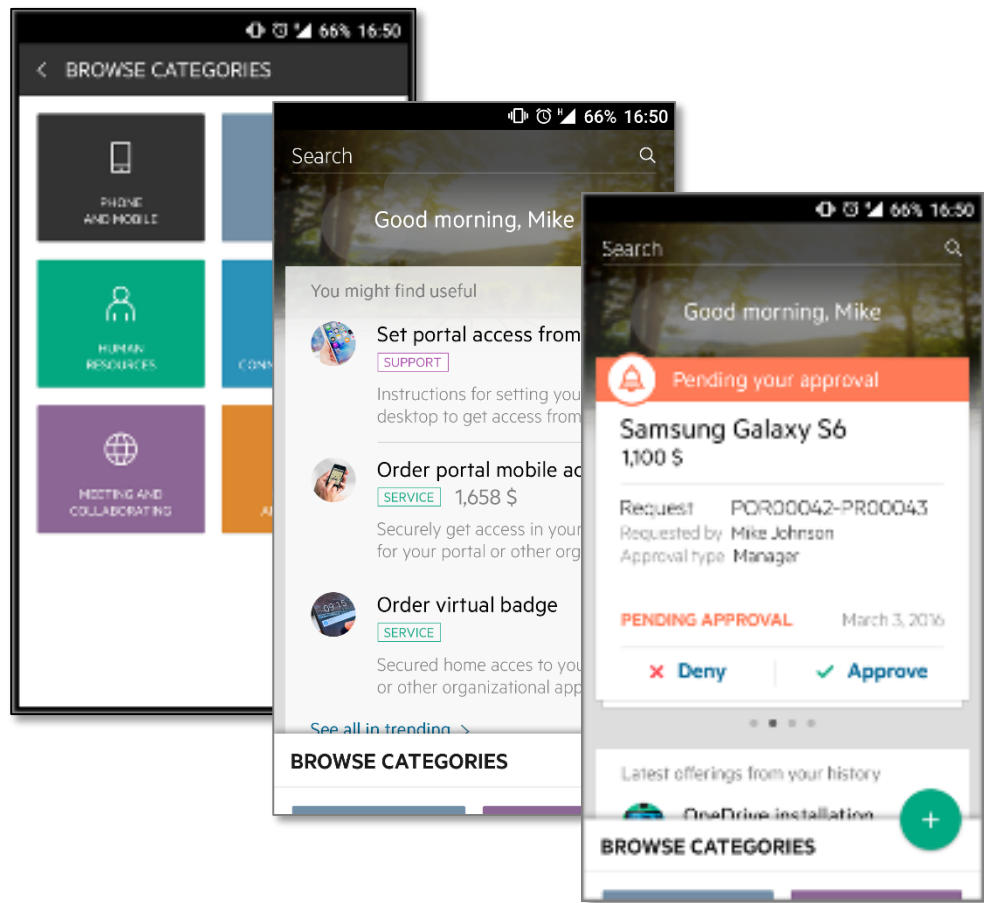
IT efficiency

- Increase efficiency and satisfaction of service desk managers, agents, and administrators



Mobility

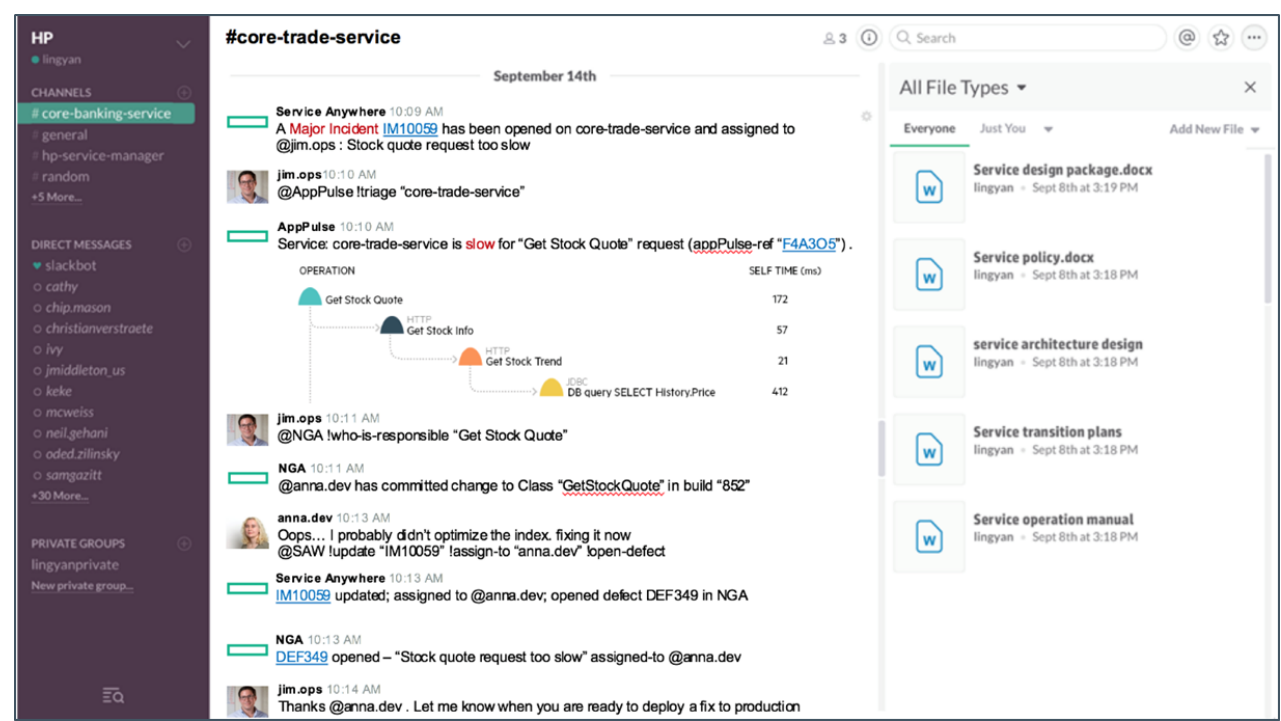
Service on the go



- Self-service portal as a new mobile app, called **HPE Propel**
- Uses Big Data to understand user activity and display the right information at the right time
- Employees can self-solve issues, order services, submit tickets, and track requests
- Today works with HPE Service Anywhere and in the future will connect to additional catalogs and services
- Available for Android in the Google Play Store and soon for iOS in the Apple Store

ChatOps

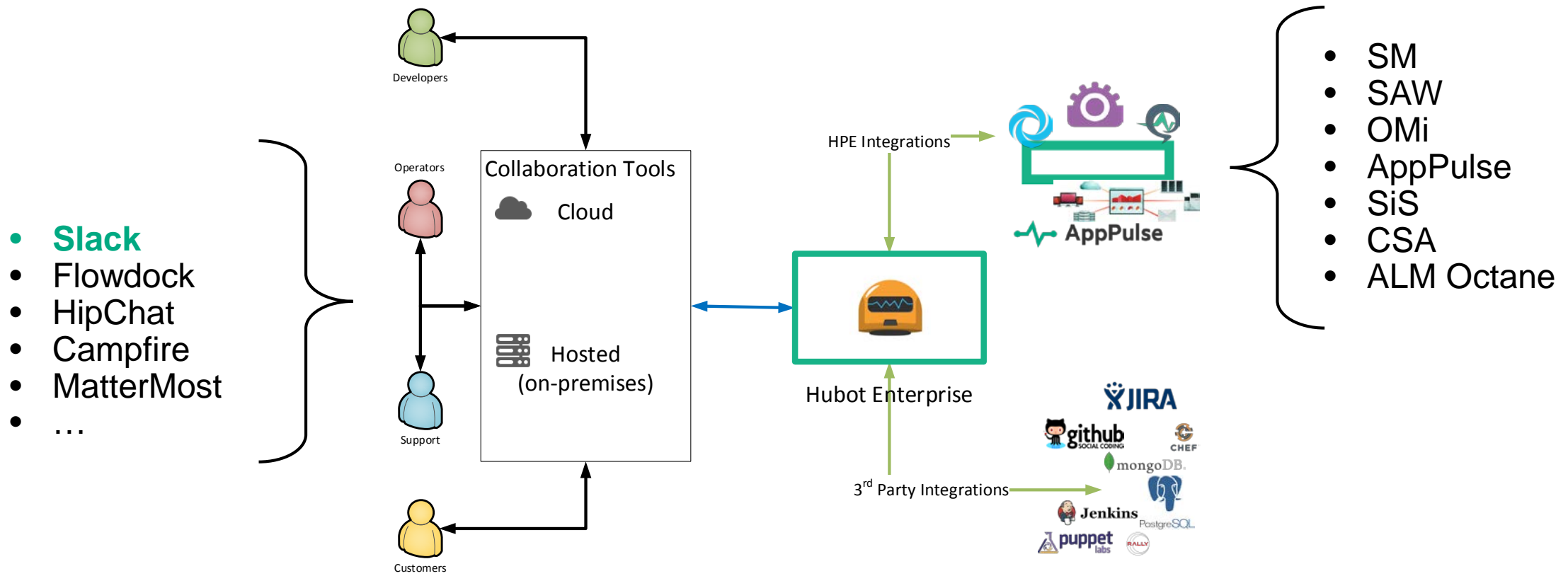
Link people and systems via chat



- Seamless integration with Slack and Hubot for collaboration on ticket handling for fast ticket resolution
- Chats between agents, managers and other stakeholders are automatically added to tickets

ChatOps architecture

across the broader HPE Software portfolio



On-Call Schedule Management

Agent calendars

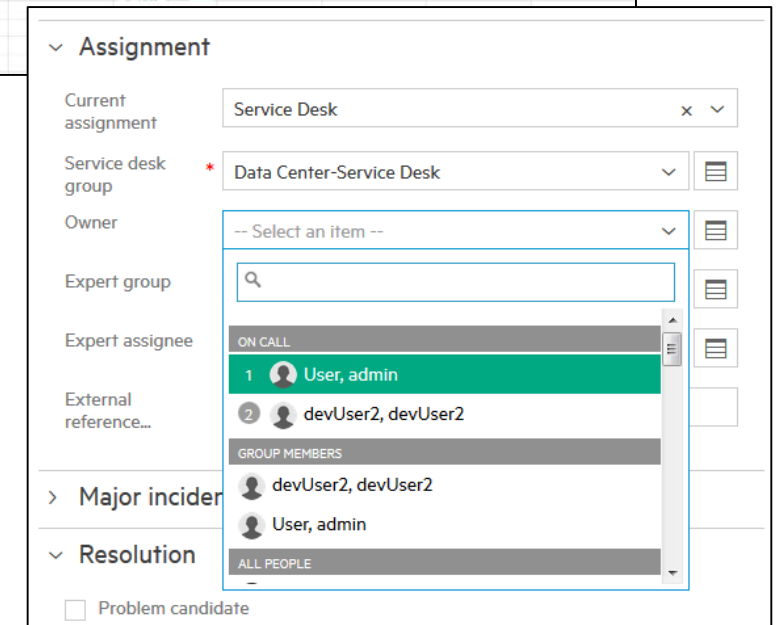
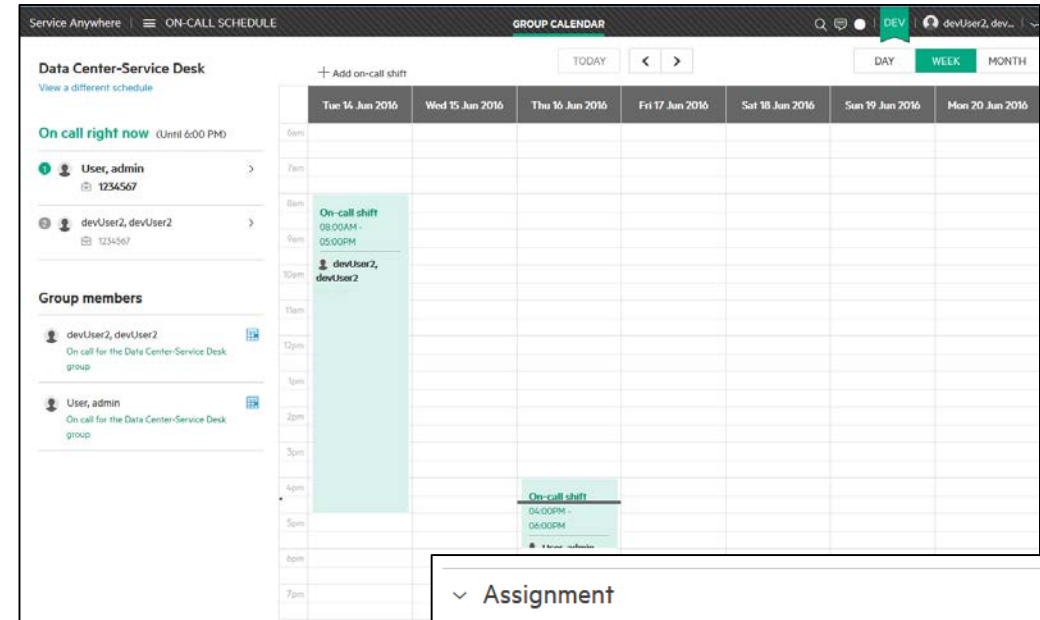
- View your calendar including on-call shifts, working hours, and vacations
- View and edit the calendars for your direct reports

On-call schedules

- Set on-call schedules for functional groups with primary and secondary on call agents
- Use business rules to automatically assign tickets to the current on call agent
- See which agents are On-Call when assigning to a member of the group

Group assignment strategy

- Select the best assignment strategy for your group: Automated based on shifts, smart cascading notification for on call assignees, broadcast new tickets for team to self-assign...



Project Management and Portfolio Optimization

PPO Official Release

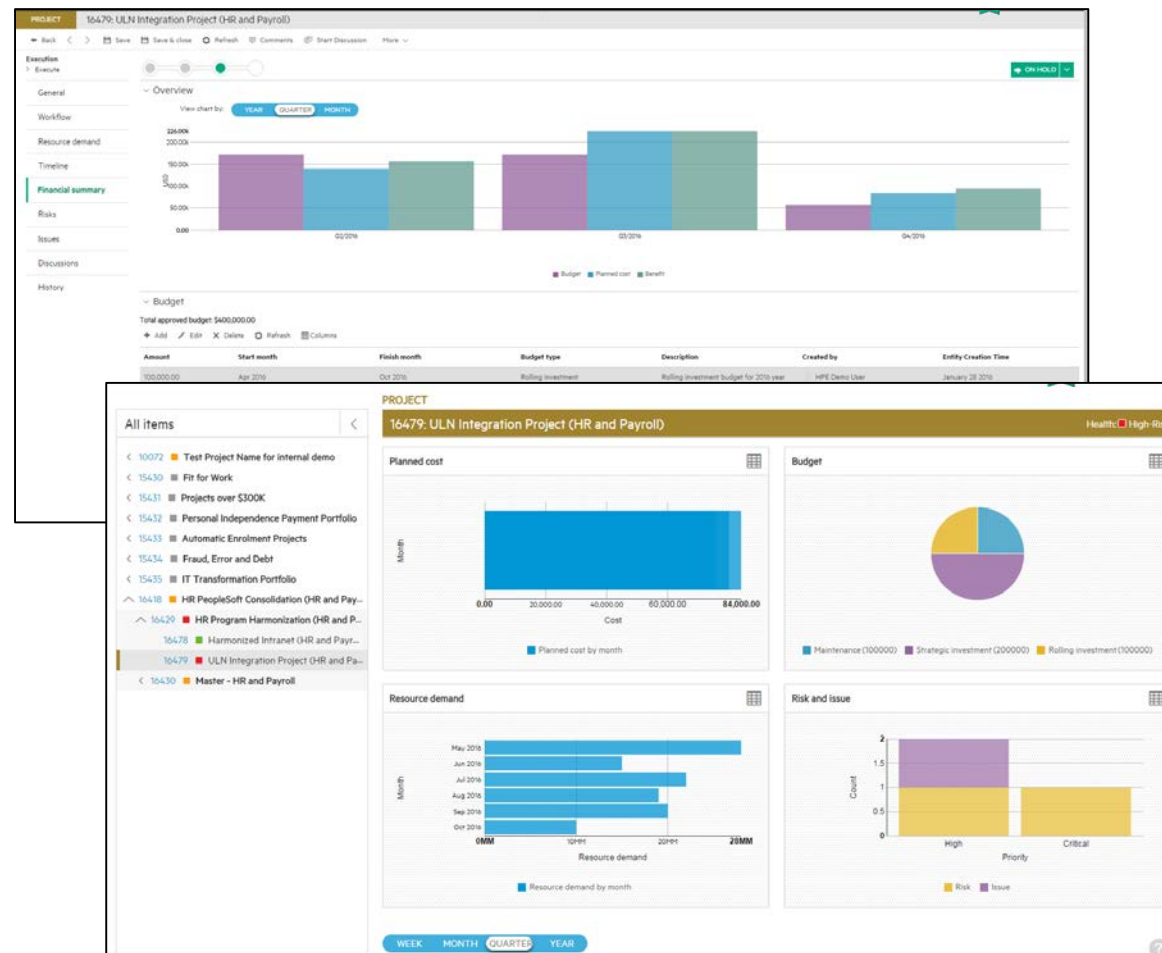
- March 2016 release introduced Portfolio Optimization in Controlled GA mode. In August 2016, released in Full GA mode.

PPM to ITSM Integration

- PPO will allow import of HPE PPM data to run optimization scenarios.

Integration framework

- As part of HPE PPM Integration, we are enabling a general purpose integration framework.



Human Resources

New, dedicated, support for HR processes

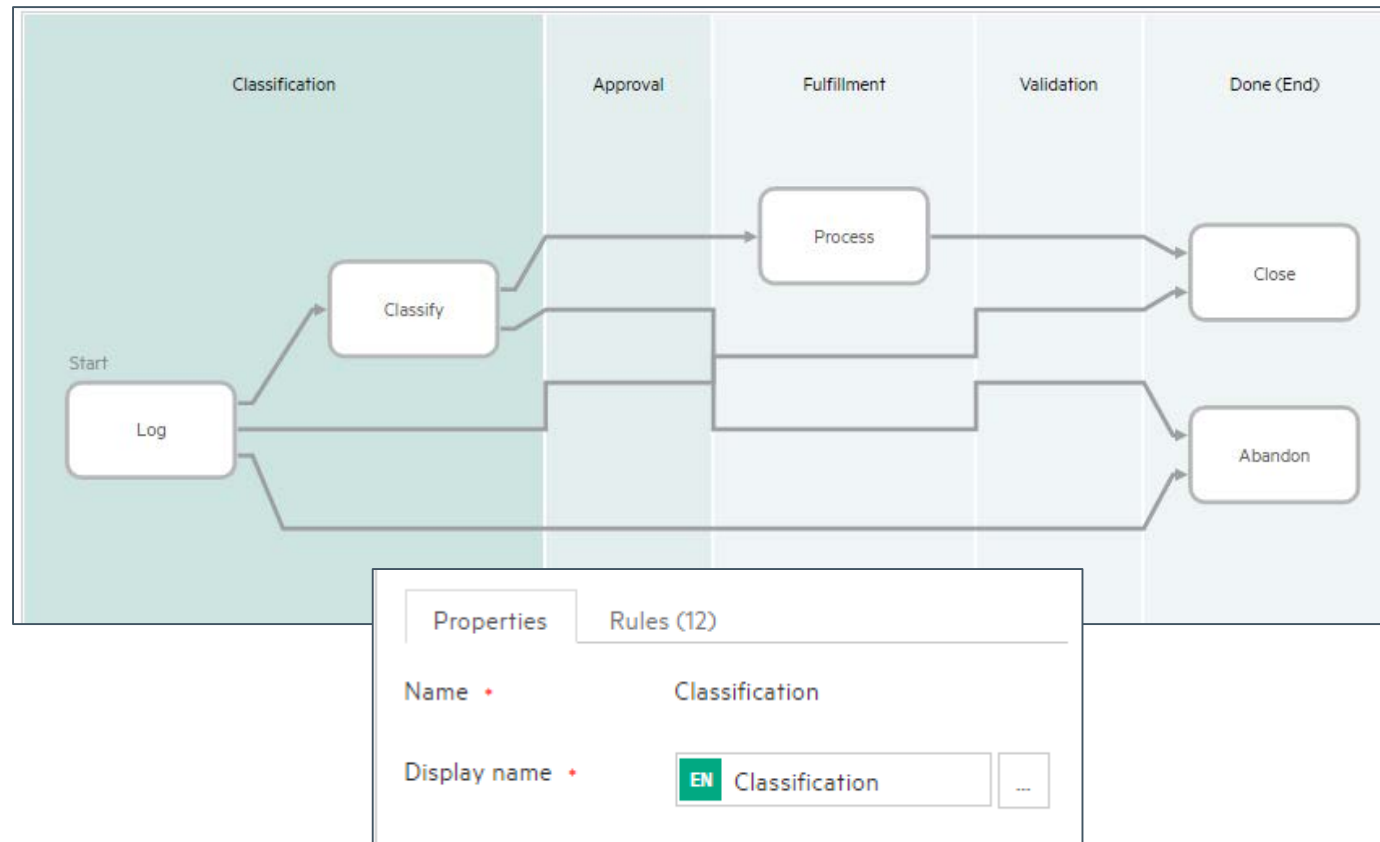
- Based on HR best practices for approval/review, long standing status, acknowledgement, etc.

HR Support Request

- Can be configured and managed separately from IT service catalog requesting processes
- Designed to streamline processes not requiring approval or validation

Editable Meta phase “Display” name

- Configure end user facing display name
- Also applies to IT Support and IT Service processes



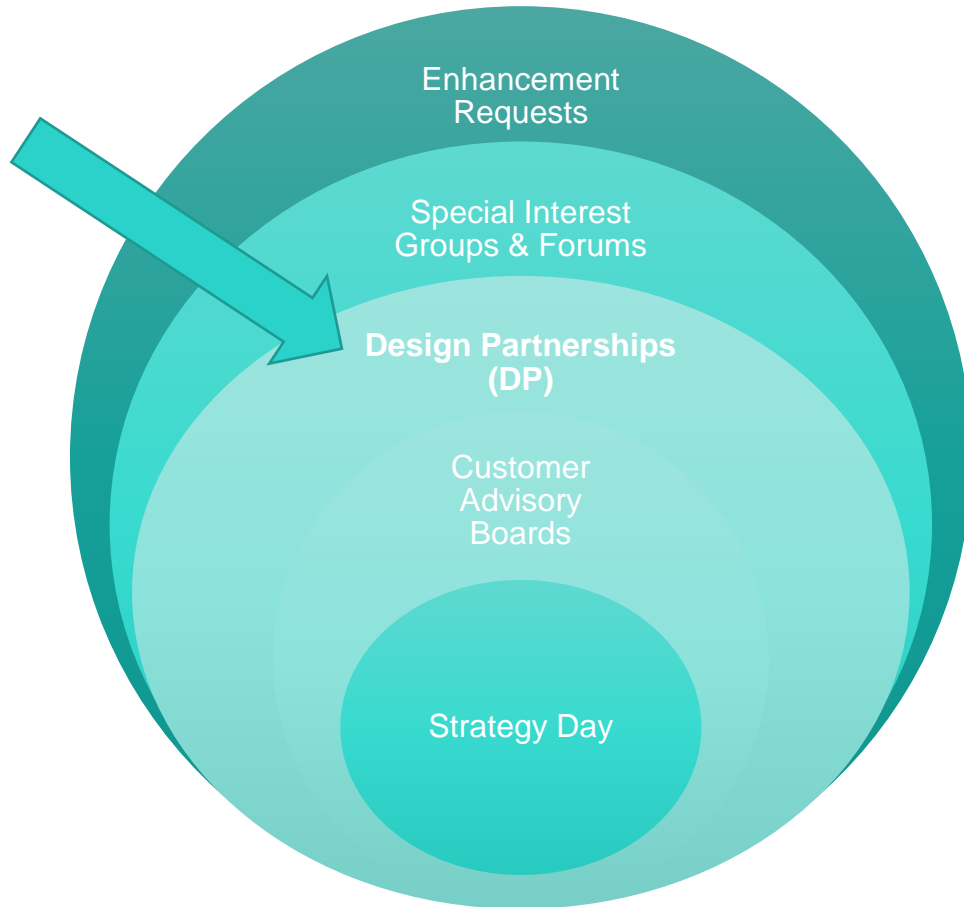


Demo



HPE Service Anywhere Customer Programs

Design Partner Program



- Well defined series of programs for involving customers, partners & internal experts in the user-centered design process, to help ensure market and customer goals are met
- Design Partnerships (DP):
 - Typically start once a release is conceived, very early in process
 - Members will participate in various activities including surveys, interviews, contextual inquiry, prototype testing, usability testing, etc.
 - Legal paperwork required:
 - TSFP Master (no expiration, sign once)
 - Design review (per program, expires)

Practitioner's Forum

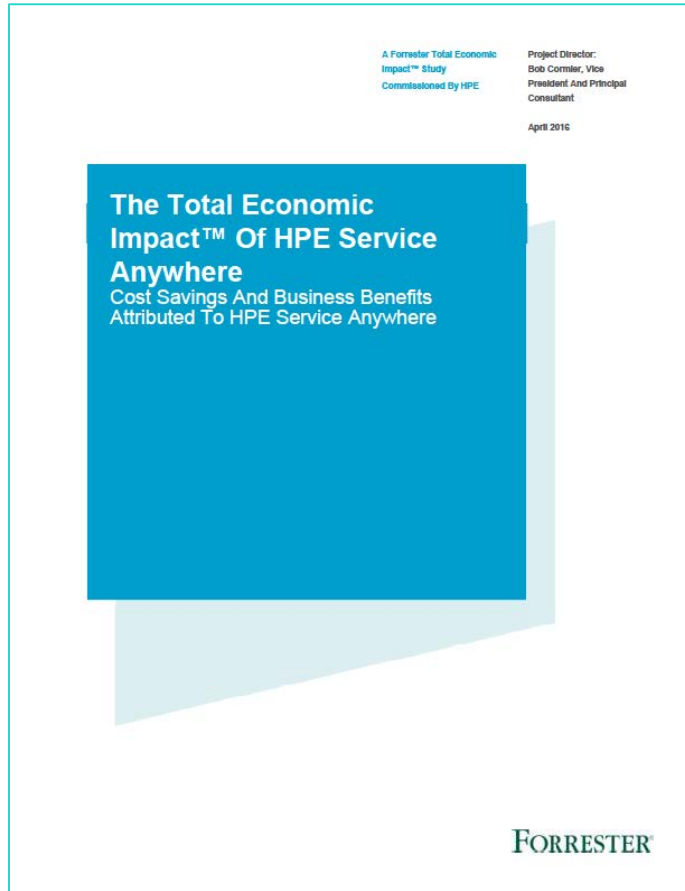
- To share advanced technical information with teams responsible for HPE Service Anywhere implementations
- Audience: Customers and Partners
- Topics announced in advance via the HPE Service Anywhere community
- 60 minute sessions comprised of technical demos and “office hours” for Q&A
- Recordings will be available on HPE SaaS Tube.
- First session: **September 14, 2016 at 8 am PST.**





Resources
Events
Key takeaways

Supporting points of view



Forrester: The Total Economic Impact of HPE Service Anywhere

Gartner

Apply Machine Learning and Big Data at the IT Service Desk to Support the Digital Workplace

29 February 2016 | ID:G00291926

Analyst(s): Colin Fletcher, Katherine Lord

Summary

I&O leaders have been providing machine learning, big data and increasingly smart analytical solutions to business units for years. It's time to take advantage of these technologies at the IT service desk to support the proactive, personal and dynamic needs of the digital workplace.

Overview

Key Challenges

- The traditional IT service desk will not support rapidly evolving digital workplace needs, which include increasing employee engagement, exploration of new ways of working and exploitation of consumer-oriented technologies.
- IT service desk teams primarily use tools largely designed around reactively handling large volumes of incidents and requests.
- IT service desk teams that overinvest in basic reporting capabilities will have few resources to invest in proactive, predictive technologies.
- Most service desk teams do not have the skills or experience needed to work effectively with modern machine learning, big data and other IT operations analytics products and services.

Recommendations

- Invest in machine learning, big data and other smart-machine technologies to make current and future IT service desk operations proactive.
- Shift spending on reactive-driven "analytics" capabilities that are essentially reporting into machine learning, big data and other smart-machine technologies.

Strategic Planning Assumption

By 2019, IT service desks utilizing machine-learning-enhanced technologies will free up to 30% of support capacity.

Introduction

Demand for infrastructure and operations (I&O) leaders to support and enable the digital workplace continues to grow (for a definition of the digital workplace, see the Acronym Key and Glossary Terms below).¹ Yet, the majority of technologies, roles and processes utilized are fundamentally designed around a reactive paradigm (see "Advance to a Proactive I&O Organization in Four Steps"). This trend continues as investments in further automating and optimizing the volume and quality of reactive operations continue unabated, as reflected in continued IT service support management (ITSSM) tools market growth, and only serves to reinforce a reactive future (see "Market Share Analysis: IT Operations Management Software, Worldwide, 2014").

By contrast, the digital workplace centers around proactively promoting employee effectiveness and engagement through a more consumerlike computing environment, which in turn requires:

Gartner: Big Data for the Service Desk

IT Central Station
Unleash services from the tech community

TOPICS ? ASK WRITE ME Search

HPE Service Anywhere

★★★★★ 6 Reviews

Help Desk Software IT Service Management

You + 702 Followers
Post a Review

Overview | Reviews | Deep Dive | Pricing | Alternatives | Consultants

What Is HPE Service Anywhere?

OVERVIEW

HPE Service Anywhere is a comprehensive, Big Data SaaS service desk based on industry best practices and built on a modern, scalable platform. HPE Service Anywhere is easy-to-use with no installation, seamless upgrades, and rich out-of-the-box capabilities.

Using Big Data analytics, HPE Service Anywhere proactively suggests knowledge during the natural course of service desk activities based on what is trending and most relevant. Big Data is embedded, analyzing all useful ITSM data across traditional structured records and previously unused, unstructured data. Combined with social collaboration and an attractive, modern interface, employees become more self-sufficient and tickets are reduced. Agents also become more efficient as tickets are automatically categorized and assigned to the appropriate agent, and when an agent reviews a service request, the system offers information that can resolve the issue and helps fill in required fields. Big Data also provides insights into trends to help process owners become more proactive, improving service quality.

Quick to deploy – your service desk can be up and running in just a few short weeks. Once deployed, it is then simple to administer and maintain going forward. Upgrades are effectively effortless. Its out-of-the-box capabilities reduce the need for customization and further decrease implementation times and associated costs.

For additional information read the Forrester Total Economic Impact Study on HPE Service Anywhere. To try a 30-day free trial of HPE Service Anywhere, visit: hpe.com/software/service desk

SAMPLE CUSTOMERS

- United Airlines
- America First Credit Union
- Aertingus
- PointClick Care
- Faro Europe GmbH
- The Hutton Institute
- Tunisie Electronique

HPE Service Anywhere Reviews

★★★★★ 4.3 out of 5 stars (6)

Jared Flanders
Real User
Jun 24 2016

Systems Monitoring Engineer at America First Credit Union

The Simplicity Of Live Support Is A Top Feature Since It Has Big Data Behind It.

Valuable Features: From the user perspective - we don't use employee self-service, so I would consider a user the help desk

SCREEN SHOTS

- IT Central Station
- G2 Crowd
- Gartner Peer Review

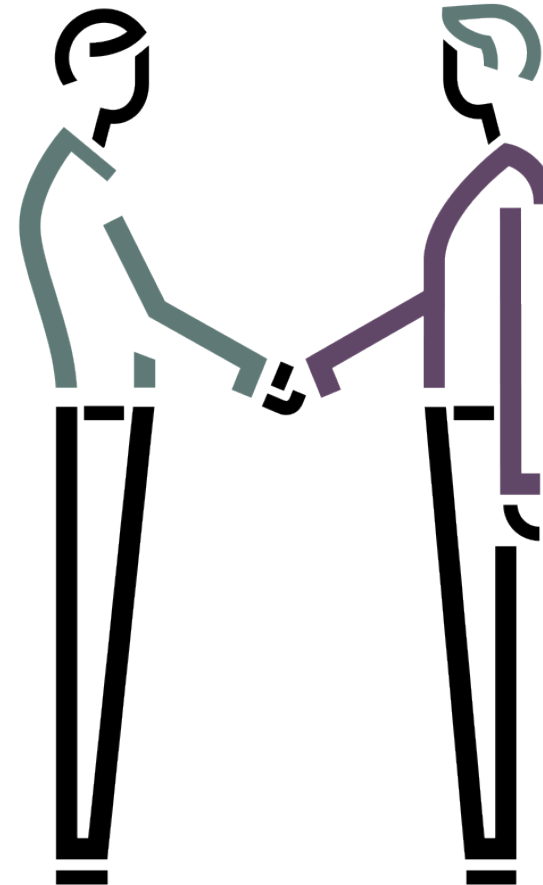
For more information

- Sign-up for the [30-day free trial](#).
- See the [August Release What's New document](#).
- Visit the [HPE Service Anywhere Community Forum](#) and [Help Center](#).
- Read blogs on HPE Service Anywhere and contemporary ITSM topics at www.hpe.com/blog/itsm.
- Follow Service Anywhere on Twitter [@HPE_ITSM](#) for news and updates.
- Follow Service Anywhere on LinkedIn: [HPE ITSM Knowledge Corner](#)

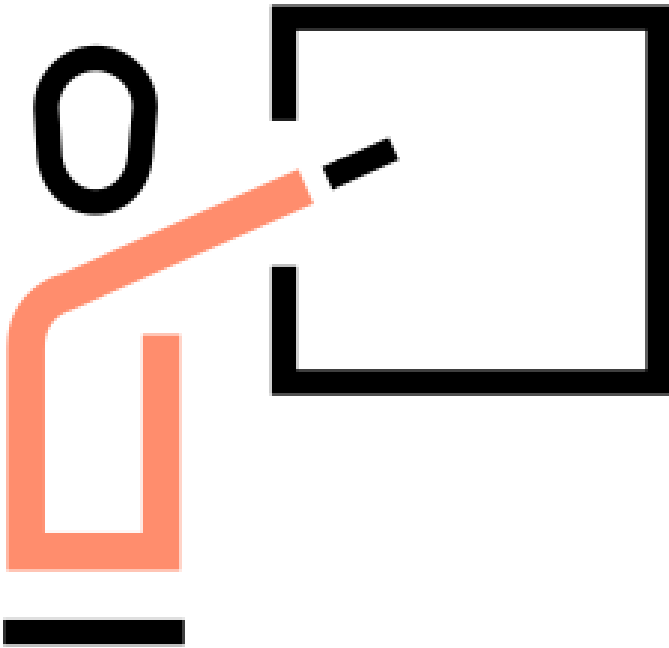


Upcoming events

- 1st Practitioner’s Forum (webinar), September 14, 2016 at 8 am PST
- [HPE Americas ITOM Summit](#), September 19-22, 2016 in Denver, Colorado
- [Big Data Service Desk EMEA Customer Forums 2016](#)
 - London, United Kingdom – October 3
 - Istanbul, Turkey – October 5
 - Paris, France – October 6
 - Vught, Netherlands – October 11
 - Warsaw, Poland – October 19
- [HPE Discover](#), London, 29 November – 1 December 2016



Key takeaways



- **Big Data** increases employee self-sufficiency, reduces tickets to the service desk, enables proactive problem solving, and reduces operational costs.
- HPE Service Anywhere seamlessly provides new innovation and customer requested enhancements via **continuous delivery**.
- Look for the **new self-service portal mobile app** – HPE Propel – in the Google Play Store.
- **ChatOps** enables collaboration on ticket handling for fast ticket resolution
- HPE Service Anywhere includes built-in dedicated **support for Human Resources processes**.

Thank you

- Complete the short survey and opt-in for more information from Hewlett Packard Enterprise.

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