



**Hewlett Packard**  
Enterprise

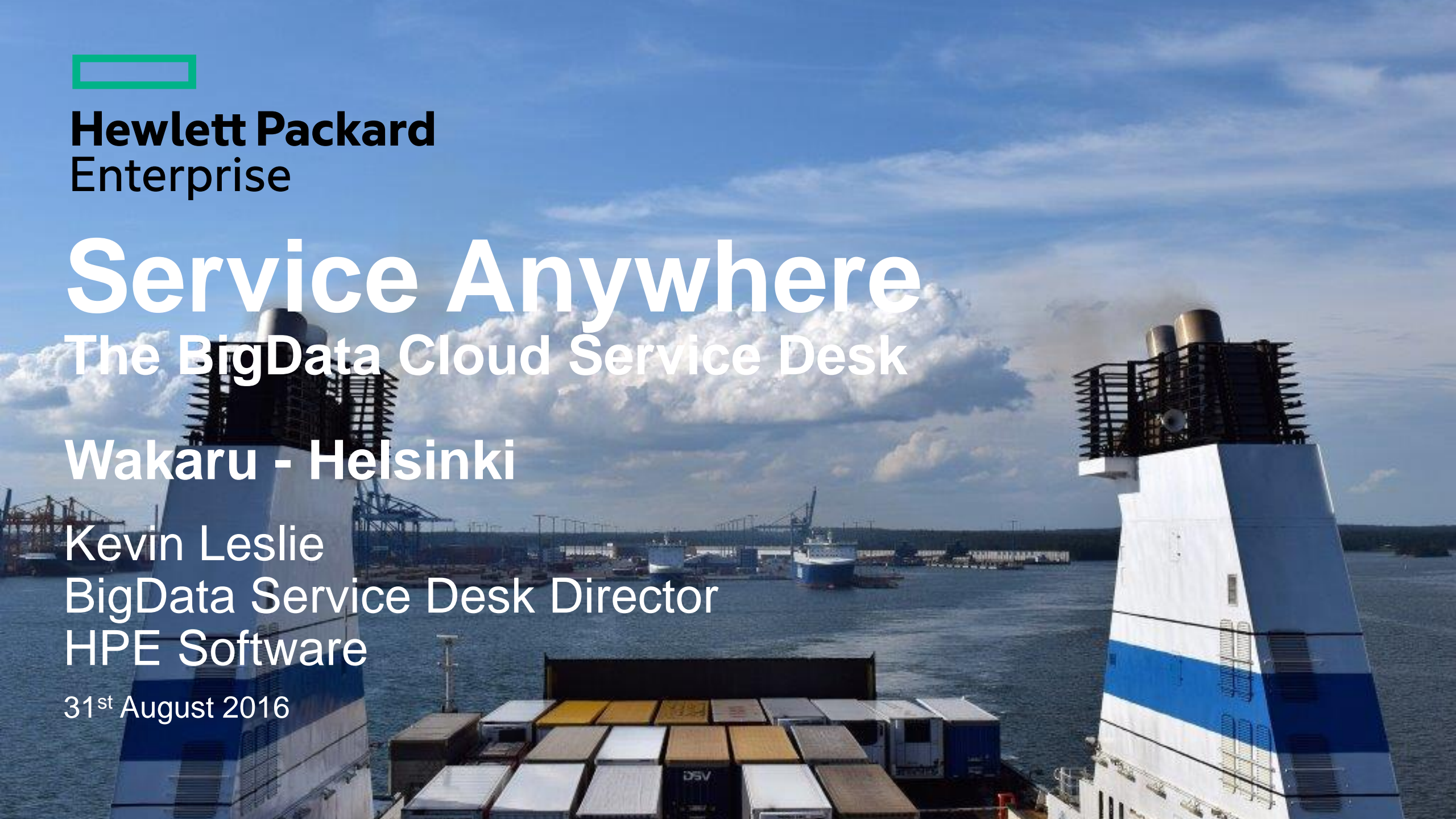
# Service Anywhere

The BigData Cloud Service Desk

Wakaru - Helsinki

Kevin Leslie  
BigData Service Desk Director  
HPE Software

31<sup>st</sup> August 2016



# IT service management is changing...

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



# A new style of business is emerging

Speed

Simplicity

Social

Mobile - any time, anywhere

Insightful

Agile



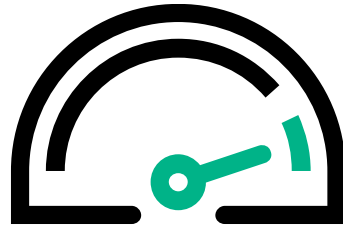
# What is the lifecycle of ITSM tooling?

- 5+ years ago, on-prem service desks would commonly be in place 5-7 years. Deploy it and forget about it as many deployments were too customized and it took 3 years to justify the cost
- Today the typical SaaS contract is 3 years (max), **but that doesn't mean that the platform will be replaced**
- But it does mean that most IT and service desk organizations will evaluate their strategy
  - ☐ What does the business need now
  - ☐ How to innovate

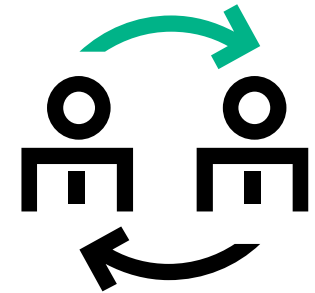
# IT service management imperatives



**Reduce  
Cost of IT**



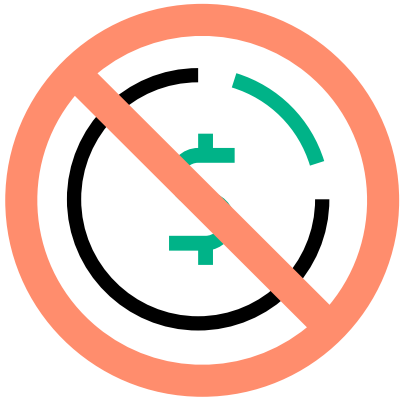
**Improve Speed &  
Agility**



**Improve User  
Experience**

# Potential consequences

## High Service Desk costs



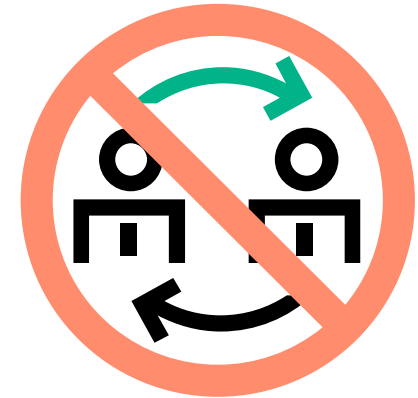
Inefficient service desk staff  
Long deployments  
Expensive upgrades  
Project overruns

## Slow and Unresponsive



Long ticket handling times  
Hard to administer  
Not agile  
Reactive instead of proactive

## Low satisfaction



Complex to use  
Low user/employee satisfaction  
Poor user engagement

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# Yes – but surely SaaS/Cloud Fixed that... No

- Customers stuck with old releases
- High on-going cost of supporting customisations.
- Still need to upgrade, reapply and test customisations
- Reliance on high cost development team – in-house or with a partner
- Third party integrations for core functionality.
- Renewal price increases above inflation.

The early innovators for Cloud ITSM got it half right

But Innovation is relentless



# Reviews on Legacy Cloud on G2 Crowd

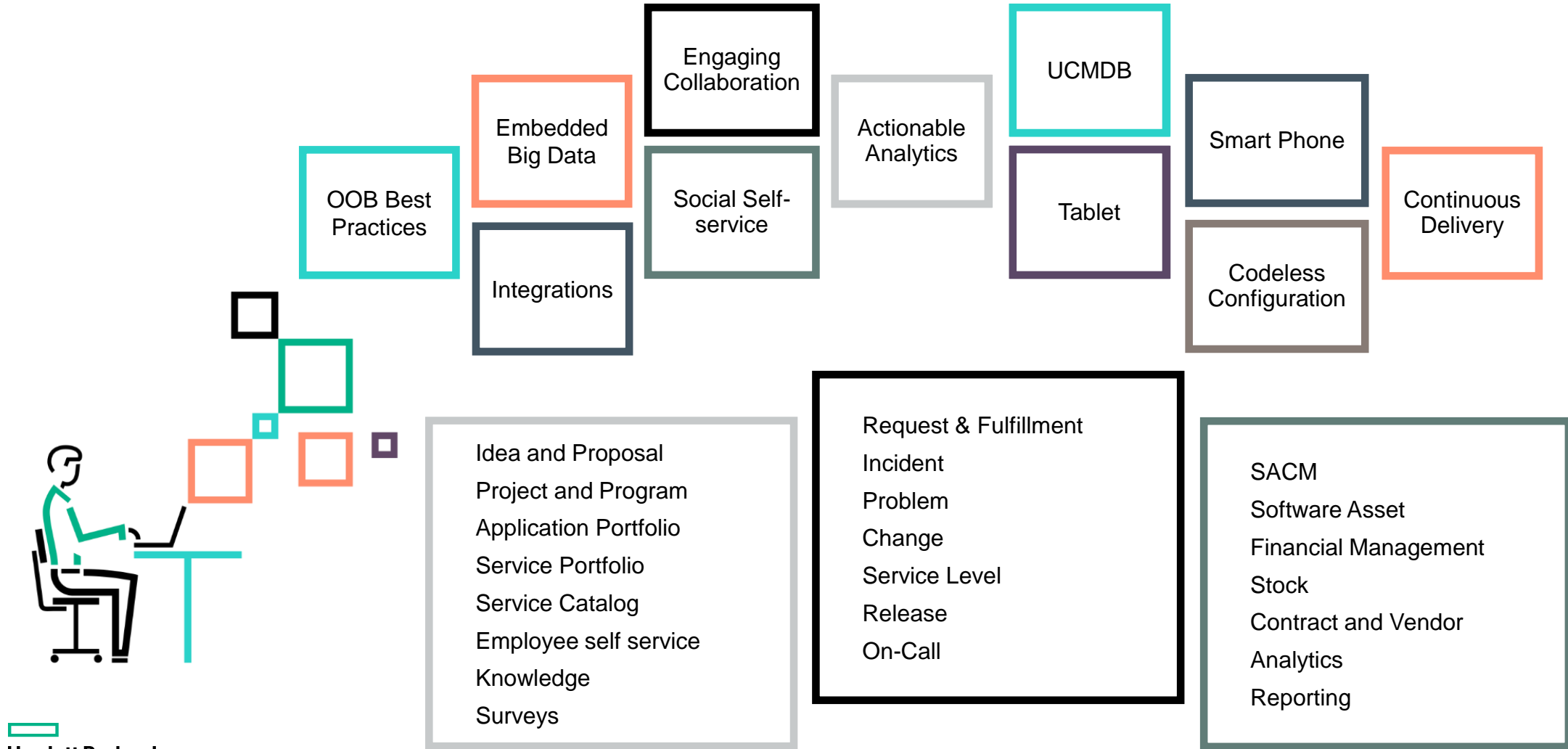


- “Knowledge is the one ITIL service that winds through and touches all the other services but out of the box, does not facilitate this in an efficient and intuitive way. Some very fundamental abilities for managing knowledge must be added as customizations.”
- “Many types of customization must be re-applied after each upgrade of the application.”
- “I feel like you're spending more time "categorizing" as opposed to fixing the issues. It's great but it really needs to be handled like a content management system. Tickets being the content.”
- “No idea about ITIL, they took ITIL and flipped it upside down.”
- “Imagine you go to a car dealer to buy a new car. You pay the money and you get the keys. When you get outside to pick your new car you see a bunch of parts in a pile. So if you want to drive your car you need to put it together. This is how it works. What is worse is that some parts are missing and some are broken.”



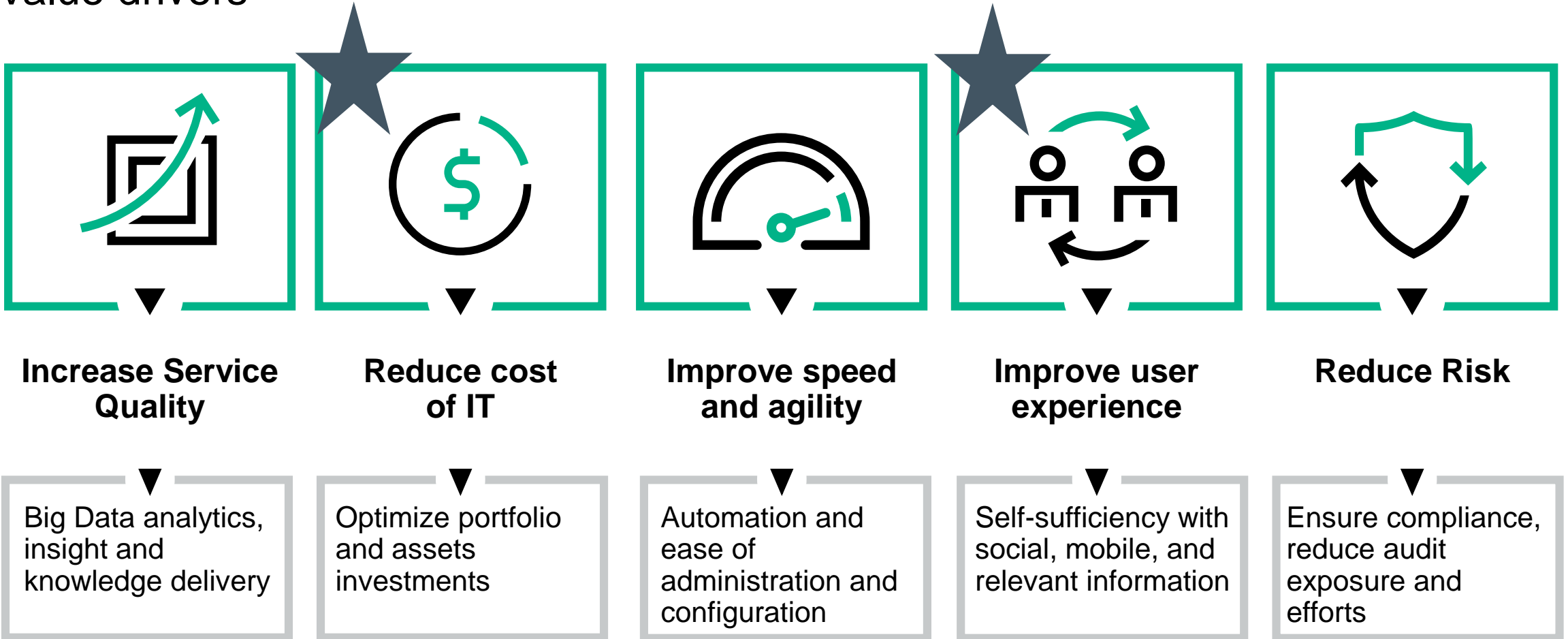
# HPE Service Anywhere

Comprehensive SaaS Service Desk based on industry best practices



# The HPE Service Anywhere difference

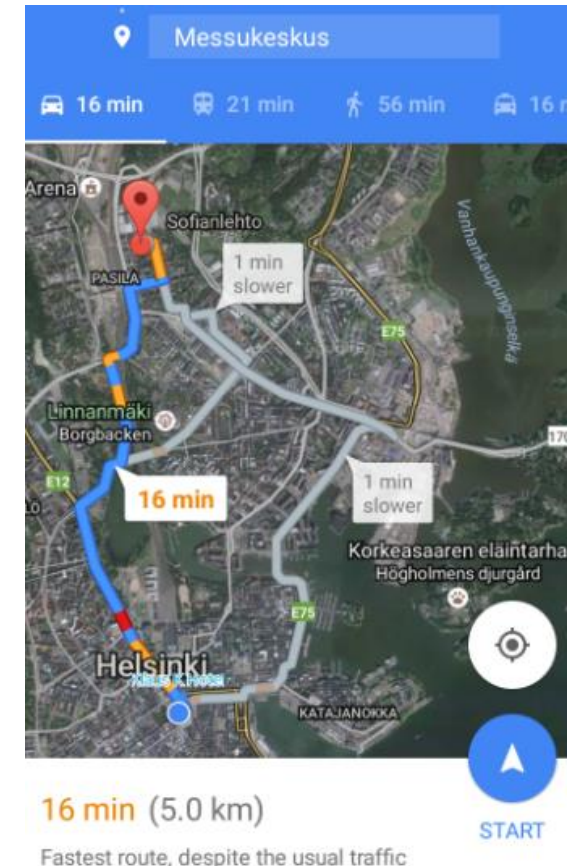
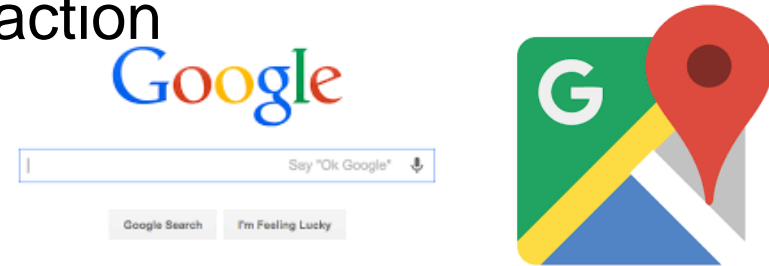
## Value drivers



# Why does Big Data matter?

Reduces costs, increases speed, increases satisfaction

- Attacks the key metrics Service Desk owners care about
  - Fewer service desk agents needed.
  - Improves mean time to repair.
  - Reduces time spent on data entry and increases customer satisfaction.
  - Reduces tickets. Each ticket costs money!
- Knowledge is presented to the user based on the context – a Google experience versus traditional menus/process approach.
- The Service Desk agents drive the service desk as you drive a car – Google Maps rather than reports.

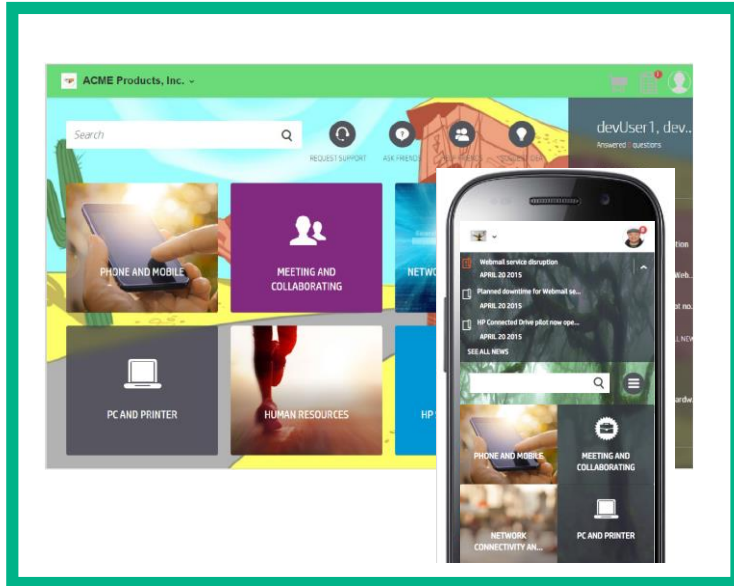


# User experience

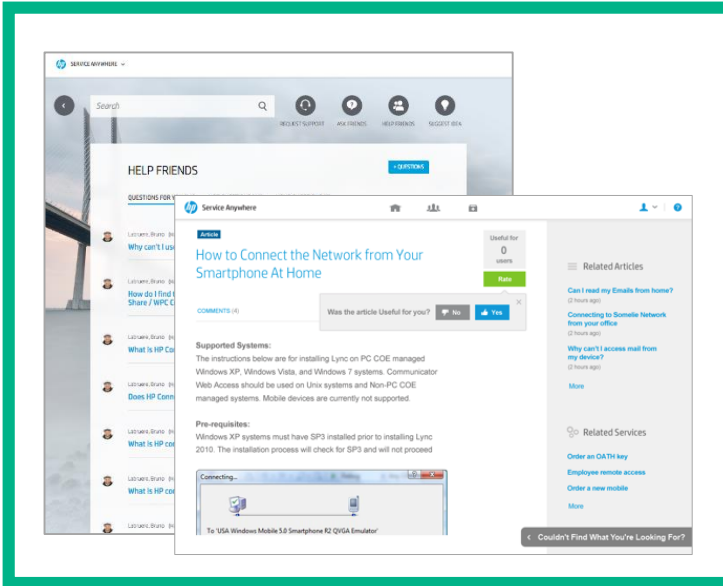
Simple, modern & beautiful to enhance productivity and user satisfaction.

Innovation

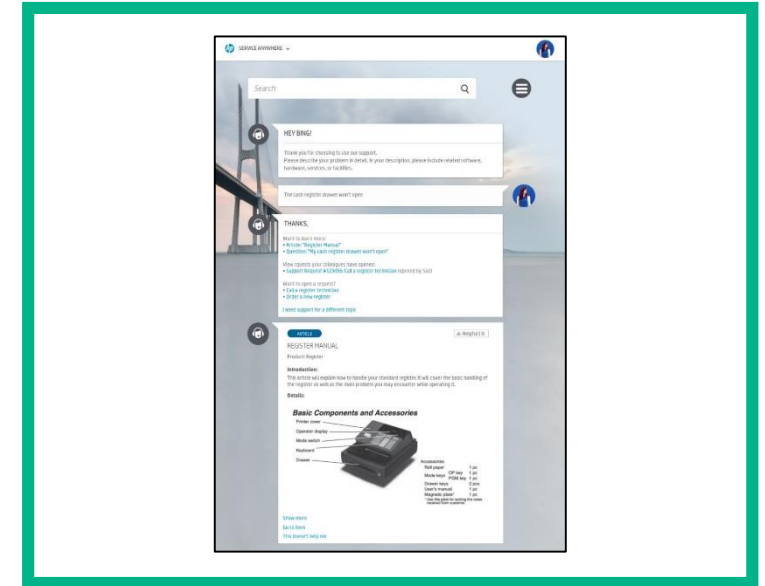
## Modern Design



## Social Collaboration – Self-service



## Robo-chat

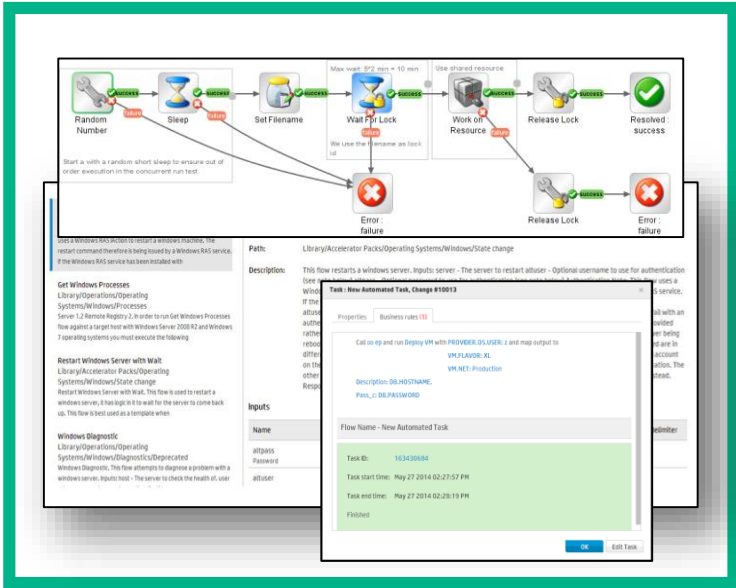


# Smart

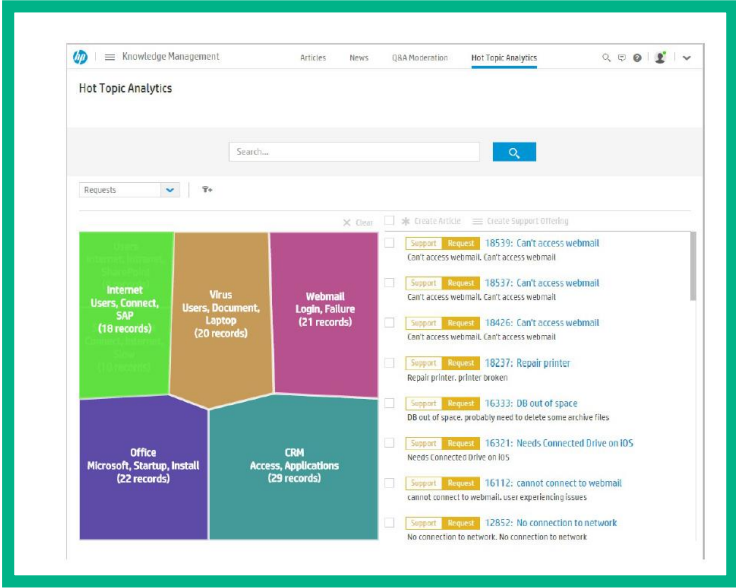
Understand and predict users' needs to reduce the learning curve, provide better answers

Innovation

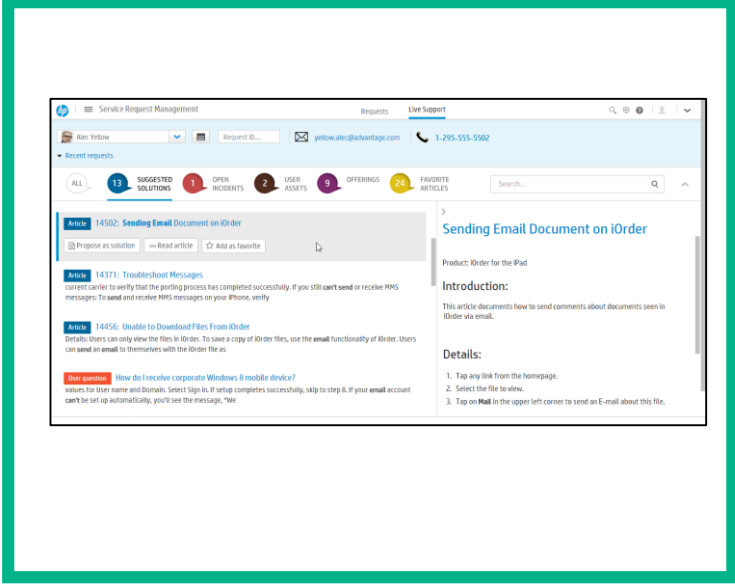
## Automation



## Hot topic analytics



## Proactive Live Support

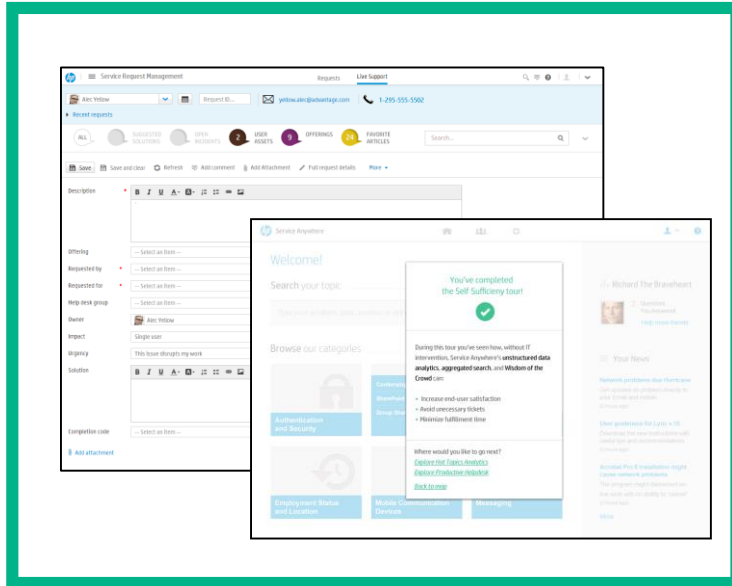


# Best Practices

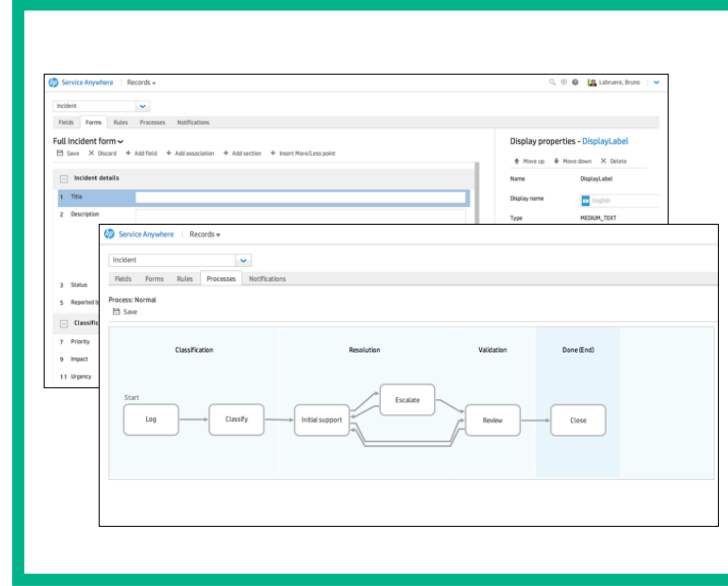
HPE expertise built-in to leverage directly or configure codelessly for improved time to value.

Innovation

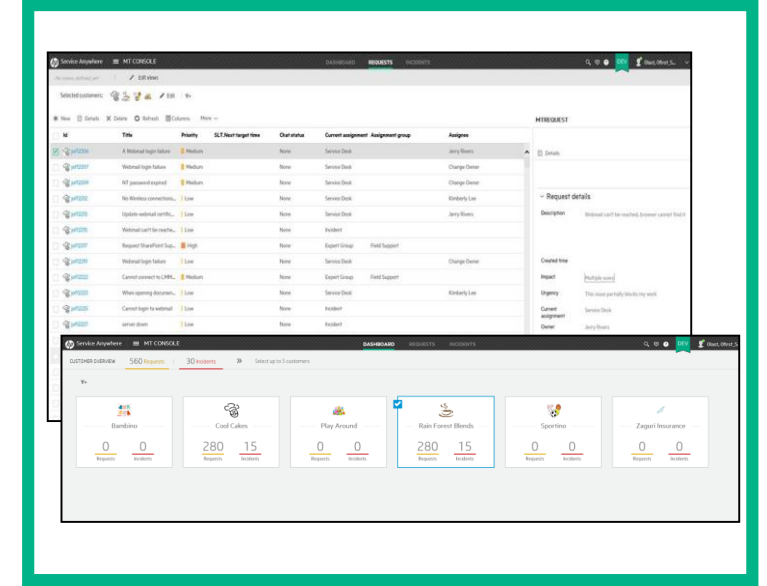
## Excellent experience out of the box



## Codeless Configuration



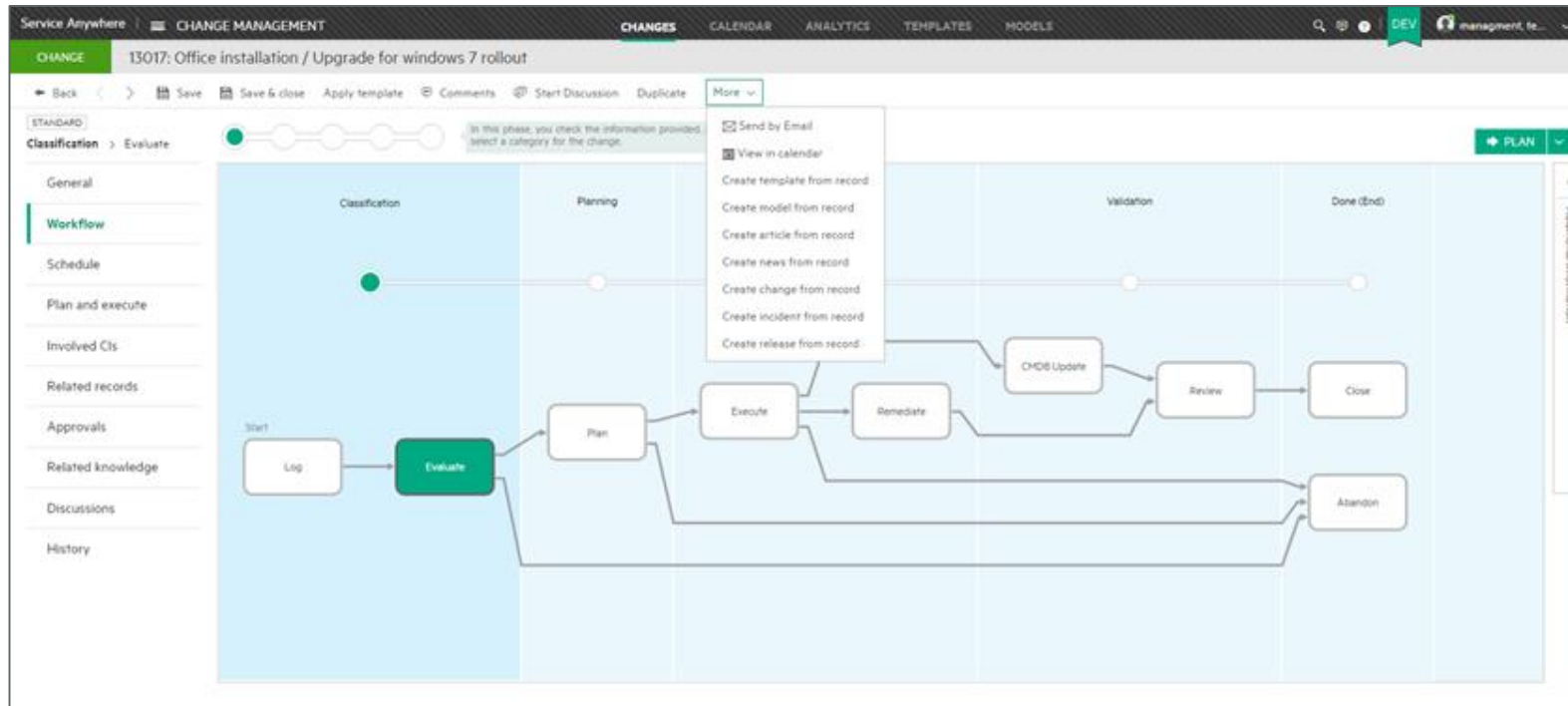
## Shared Service and Managed Service Provider





# Agile, continuous delivery

A modern architecture and experienced SaaS operations for fast time to value



**Quicker deployments,  
simplified administration, and  
seamless upgrades**

**Codeless Configuration** – no  
more programming or scripting  
to tailor and then maintain  
process workflows

Service Anywhere **agile  
development** delivers regular  
increasing value

December  
2013

March  
2014

June  
2014

September  
2014

December  
2014

March  
2015

June  
2015

September  
2015

March  
2016

August  
2016

**Deliver a unified suite of  
applications to manage the  
Service portfolio & lifecycle  
– on a single, big data,  
platform**



Department  
for International  
Development

# Service Anywhere Case Study

37 Offices with programme covering upwards 45 Countries predominantly in Africa,  
the Middle East & South East Asia

Approx. 3,500 members of staff with In-house IT Department

15 Service Desk Agents based in 3 Locations (East Kilbride, London and  
Delhi)

IT Support 3.30am till 7pm (Out of Hours 24/7)

## From Crawl to Run

Nicola Joiner  
10 May 2016

# Evolution on Service Anywhere in DFID

Phase 1

Phase 2

Phase 3

Phase 4

Live in 3 months



Single Department  
Service Management  
Simple Offerings  
Move Existing Articles



Change Management  
Wider Service Catalogue  
Increased complexity in Tasks  
Automation of offerings  
Extend & improve Articles



Asset Management  
More Automation!  
Implement to Estates  
User Expectation expanding  
Location based offerings



HR!  
Contract Management  
More Automation  
Confidential Requests  
Cross Team collaboration  
And much more .....

# Department for International Development

## 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





# Financial Impact

Forrester report issued April 2016 highlights the following benefits over 3 years:

- Service Desk labour savings from automated requests - \$127,483
- Service Desk labour savings from the elimination of duplicate tickets & calls - \$227,175
- Service Desk labour savings (other efficiencies) - \$318,708
- Cost Avoidance (no longer supporting legacy system) - \$256,046

Total Savings: \$929,413

## Financial Summary showing 3-yr Risk-Adjusted Result

ROI	Benefits PV:	Costs PV:	NPV:	NPV per Analyst:	Payback Period:
120%	\$929,413	\$422,803	\$506,610	\$29,800	7 Months

**Annual IT Budget around \$15m – so huge savings**



# HPE Service Anywhere outcomes



Fit for future, modern platform that is easy to administer and maintain. Improved end-user satisfaction with services via an attractive Self-Service Portal.



A smart and accessible service desk that accelerates employee self-sufficiency, reduces tickets, and increases the productivity of service desk agents.

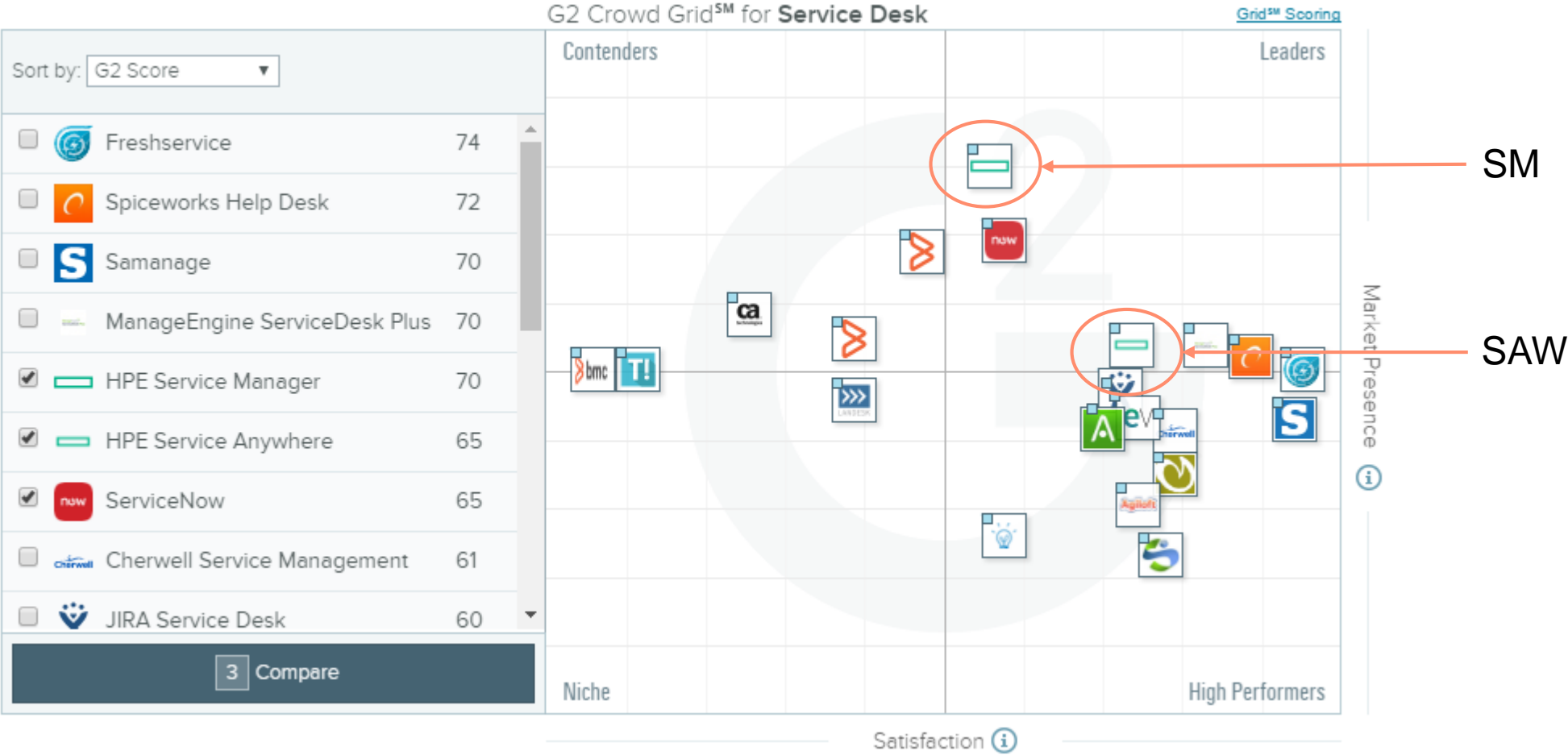


Great knowledge management, Self-Service Portal increases employee self-sufficiency, Hot Topic Analytics enables proactive problem-solving

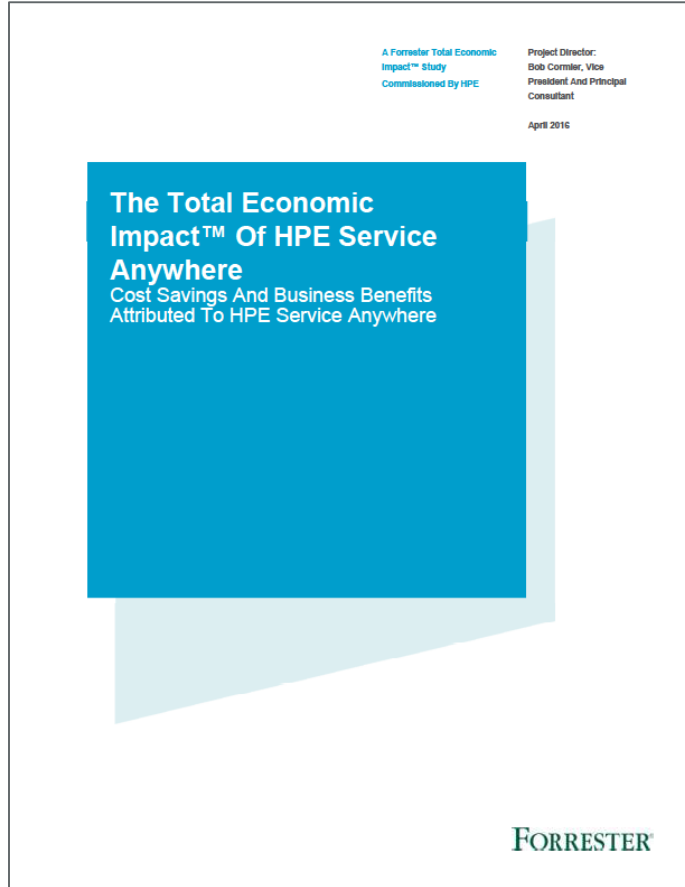
Easy to set up and learn, with rich out-of-the-box capabilities

# G2 Crowd – HPE in Service Desk Leaders Quadrant

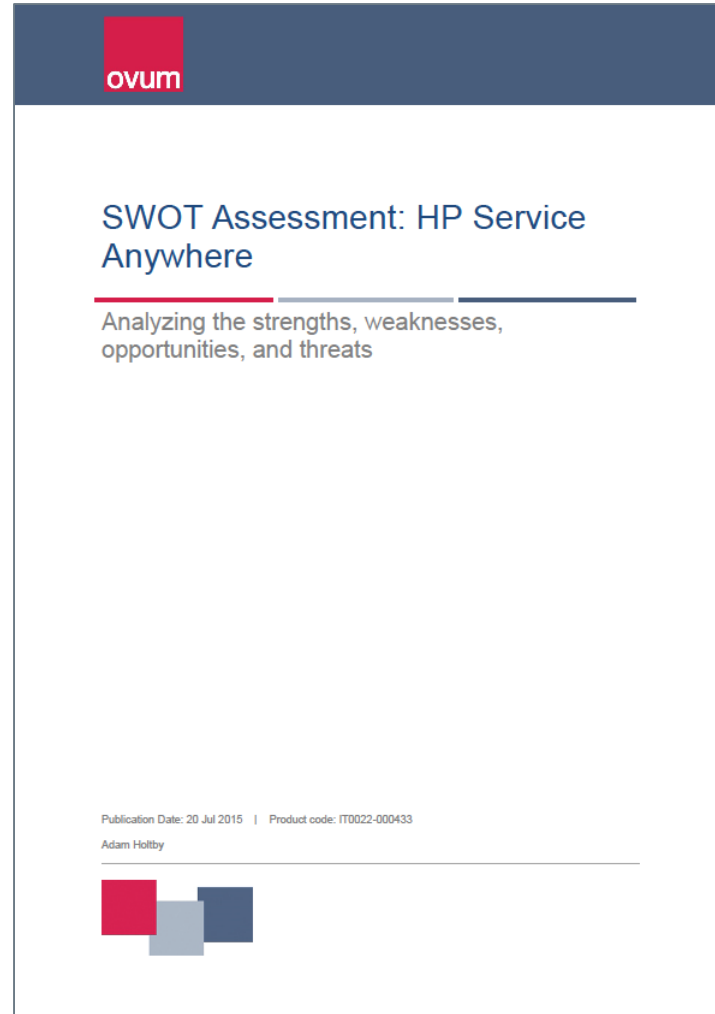
August 2016



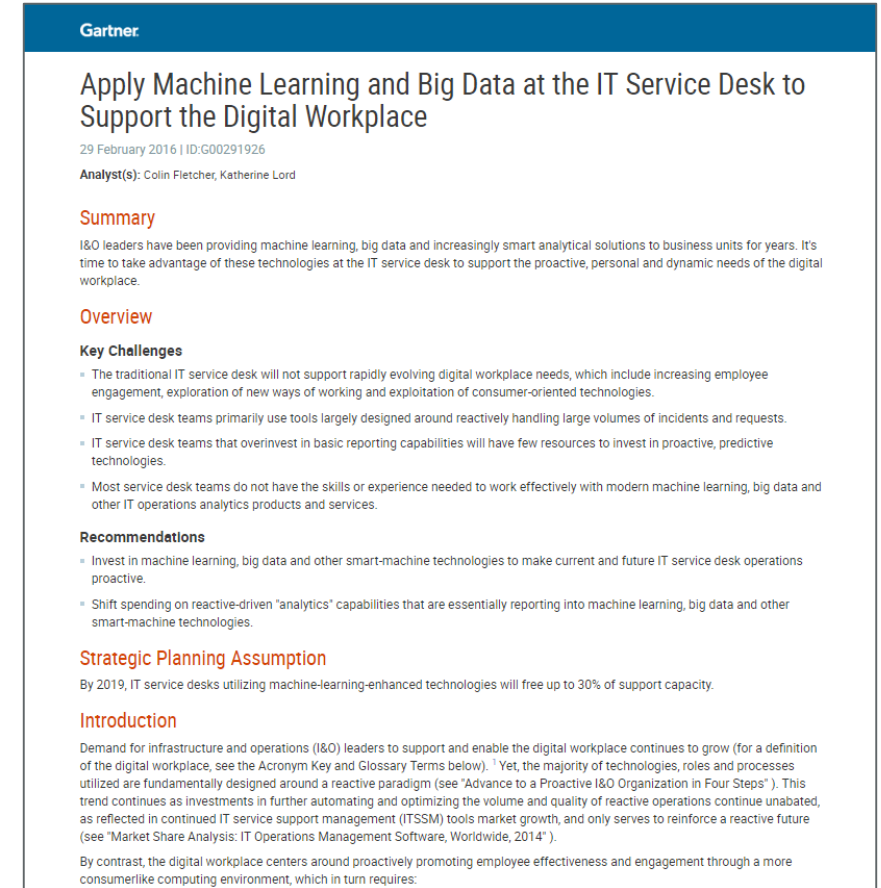
# Supporting points of view



## Forrester: The Total Economic Impact of HPE Service Anywhere



## Ovum SWOT



## Gartner: Big Data for the Service Desk

# For more information and a 30 day free trial

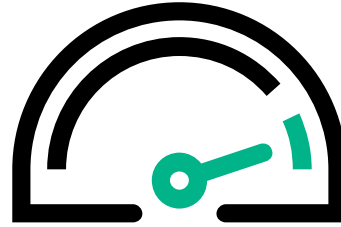
- Free trial registration, case studies, white papers, videos, testimonials at [www.hpe.com/software/serviceanywhere](http://www.hpe.com/software/serviceanywhere)
- Read articles on thought leadership and contemporary ITSM topics at [www.hpe.com/blog/itsm](http://www.hpe.com/blog/itsm)
- Follow us on twitter @HPE\_ITSM for news and updates
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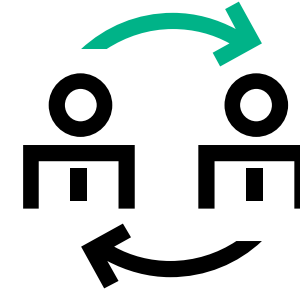
# Transforming the service desk



**Reduce cost of IT** leveraging big data throughout the solution to **improve staff efficiency**. Enjoy **fast time to value** and **seamless upgrades**.



**Improve** service desk **responsiveness** with big data insight and **codeless configuration** based on a **modern architecture and UI**.



**Enable self-sufficiency** so users can help themselves and help each other to **improve customer satisfaction** and **reduce tickets**.



# Come meet HPE ITSM Customers #BigDataServiceDesk16

## Big Data Service Desk Customer Forums 2016

[Register now](#)

Hewlett Packard Enterprise Software invites you to the Big Data Service Desk Customer Forums. The events will be hosted in various cities across Europe including, Prague, London and Paris.

These forums will be a great opportunity to discover the latest product developments and share the best practices of our HPE Service Desk solutions. Learn first-hand how your peers are utilizing our solutions to successfully reach their technology and business objectives.

The [events website](#) is now live, find your nearest event and register today!



**Hewlett Packard**  
Enterprise

## Agenda and registration

Please click on your preferred event location below. The event location link will become active once registration is open.

### 8 September 2016 – Prague, Czech Republic

[> Register for this event](#)

### 3 October 2016 – London, United Kingdom

[> Register for this event](#)

### 11 October 2016 – Vught, Netherlands

Registration will be live soon

### 5 October 2016 – Istanbul, Turkey

Registration will be live soon

### 6 October 2016 – Paris, France

Registration will be live soon

### 19 October 2016 – Warsaw, Poland

[> Register for this event](#)



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# Thank You