

HPE Service Anywhere Foundation Service

Deliver an IT service desk—anywhere

Executive summary

Service Anywhere is built on a foundation of social self-service and Big Data analytics. It is delivered via the cloud and accessible on a variety of platforms and mobile devices. With Big Data, knowledge is delivered proactively. Combined with social collaboration between end users, self-sufficiency is enabled and tickets reduced. Agents become more efficient, and insights into trends further help process owners become more proactive improving service quality.

HPE Service Anywhere is quick to deploy, easy to use, and optimized for IT Service Management (ITSM). It can operate standalone or as part of an instance of the central IT service desk. The engaging service portal and Big Data capabilities turn user interactions into meaningful and reusable knowledge, promoting end-user selfsufficiency and reducing ticket volumes. Service Anywhere enables service desk staff to handle tickets more quickly, and provide better service quality—all at a lower cost and producing value more quickly. The agile continual delivery process and transparent updates deliver new capabilities regularly and the maximum return on investment.

Service overview

The HPE Service Anywhere Foundation Service allows you to deploy expanded Service Anywhere help desk services in as little as 45 days. Designed as a fixed-price, low-cost starter service, it offers a baseline implementation to help equip your IT team with self-service capabilities, including robust employee self-service and service request processes. Multi-sourced community knowledge management is supported, as are incident, problem, and change management.

To help you accelerate your deployment and improve your total cost of ownership, HPE experts focus on maximizing the out-of-the-box functionality that is designed to adhere to ITIL best practices. This will help reduce the need for customizations that can increase costs.

HPE Service Anywhere Foundation Service delivers:

- Configuration of the following HPE Service Anywhere modules:
- Employee Self-Service
- Knowledge Management
- Incident Management
- Problem Management
- Change Management
- Loading of core reference data
- Outbound email integration
- Configuration of employee self-service ticketing
- Minor modifications of out-of-the-box functionality
- Go-live and post-go-live support
- Project management and technical oversight

This service will accommodate minor modifications such as adding a custom field to a form. Any limit imposed by Service Anywhere, such as the total number of custom fields, is a limit of this service. Larger changes that alter a process flow will require additional services.

Optional service extensions

The core service may be supplemented by additional capability modules to streamline implementation of the broad range of Service Anywhere functionality and integrations.

AGILE option

This service was designed to be a flexible, modular implementation service to accommodate the very wide range of requirements from our diverse customers.

The HPE Service Anywhere Foundation Service incorporates options for projectplan-based engagements as well as AGILE projects and hybrid engagements to accommodate different customer situations, methodologies, and maturities.

Benefits

Accelerate time to value

HPE Service Anywhere Foundation Service is a fixed-price service that eliminates the lengthy design typically associated with a service desk implementation. This service is focused on establishing base capabilities as quickly as possible, allowing you to gain benefits early.

Increase customer satisfaction

Struggling to interact with a system while trying to get help will leave any user frustrated and dissatisfied. By offering a modern, compelling user interface with interactive capabilities that include social media and end-user collaboration—all anchored by HPE's best-practice configuration—you will be able to take

Service brief

your users' IT experience to a new level and give your organization a new image.

Reduce cost of implementation

With as-a-service deployment, there is no need to deploy any infrastructure or install any software. Embedded ITIL and HPE best practices eliminate the need to spend time designing your processes. You can simply get started with out-of-the-box functionality and tweak it with the help of our experts.

Service description

Training

As the first step in the process, product training helps you maximize your effectiveness during the implementation and attain self-sufficiency as quickly as possible.

Preparation

We work with you to understand your current environment, and guide you during the collection of the data you will need upon deployment of HPE Service Anywhere.

Guided design

We use an interactive workshop format to review your reference data, perform process walk-throughs, and determine whether minor modifications to the system are needed.

Product configuration

We custom-configure HPE Service Anywhere to your needs. Reference data and user accounts are loaded onto the system, and our experts implement any necessary in-scope changes to forms and process flows, and configure required integrations.

Handoff

We prepare you for go-live, beginning with support for your user testing to ensure that the system functions as expected. We review all deliverables and obtain all signoffs. After go-live, we provide post-implementation support, and identify and pursue any next steps.

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