

Advance your digital strategy by optimizing applications management spend

Key insights

- Reduce costs by 15–40 percent while improving service quality.
- Improve business process efficiency and effectiveness through applications transformation.
- Accelerate business outcomes through business-oriented applications management KPIs.
- Drive speed to value through automation, agile and DevOps methods, analytics, and continuous improvement.
- We support your current and planned environments, including traditional data centers, hybrid cloud, and SaaS.

76%

of CXOs expect business to be disrupted by digital technologies in the next 12 months.¹

77%

of companies consider missing digital skills as the key hurdle to their Digital Transformation.²

50%

of IT application development and support is spent on maintaining existing systems, leading to tight innovation budgets.³

Lead your industry by driving the pace of change. Succeed in your business and digital strategies by reducing applications-related costs and invest more in innovation. Improve quality of service with HPE managing and optimizing applications portfolios large or small, traditional or new technologies, on-premise or cloud.

That's your challenge. Shifts in market conditions, competitive landscape, and customer expectations disrupt businesses. These changes force clients to deliver new services quickly while operating more efficiently. Accelerating digital transformation calls for increasing investment in digital strategies, and agile and DevOps capabilities.

Meanwhile, your ability to keep pace is hindered by application portfolio complexities, aging legacy systems, non-standard delivery models, inadequate applications security, and a lack of the skills you need to fully realize your digital business vision. Your challenge is to increase innovation spend while keeping IT and applications budgets flat or having minimal growth.

Hewlett Packard Enterprise (HPE) helps you break the gridlock between maintenance and innovation by shifting IT spend away from locked-in maintenance costs. Instead, these funds go to new business innovations and digital initiatives that achieve these things: deliver new services based on analytics, mobile, and IoT; improve user experiences; improve business efficiency; and enable new digital business strategies. We accelerate time to value, provide unique insight into your business performance, and reduce the risk of operations by delivering high-quality services through our robust global industrialized delivery system.

HPE helps you succeed by reducing applications-related costs to invest more in innovation. We manage application portfolios large or small, traditional or new technologies, on premise or cloud, with proven service-level excellence.

Drive the pace of change with better business outcomes

- **We provide peace of mind in a regulated environment.** A health insurance client needed greater agility to keep up with market changes. With HPE Applications Management Services, the client reduced the time to market for new services by 35 percent. We also helped them reduce administrative cost by 38.5 percent, achieve 99.9 percent of critical SLAs, and reduce Severity 1 incidents by 75 percent.
- **We provide cost savings.** We helped a large retailer reduce IT operational spend 12 percent by matching application support levels with the business criticality of the application.
- **We improve business alignment.** We helped a global consumer goods manufacturer realize 4 percent year-over-year cost savings with applications management services focused on business outcomes and metrics (such as on-time shipments) rather than traditional IT metrics.

¹ MIT Sloan Management Review. "Strategy, Not Technology, Drives Digital Transformation: Becoming a Digitally Mature Enterprise," 14 July 2015.

² Capgemini consulting, "The Digital Talent Gap: Developing Skills for Today's Digital Organizations".

³ Gartner, "IT Key Metrics Data 2016: Key Applications Measures: Application Support: Current Year", 14 December 2015.

Get proven results for your digital strategy

You can't make a better choice than HPE to help you optimize your applications spend, improve service, and deliver new services:

- **Cost savings**—HPE delivers 15–40 percent savings on your current applications management spend. We deliver savings by deploying a continuous improvement program across all aspects of service delivery (including process efficiency, automation and tooling, organization and skills, and portfolio transformation).
- **Speed to value**—HPE delivers cost savings by quickly transitioning your applications into our Industrialized Delivery System. Ongoing savings are delivered through automation, agile and DevOps methods, and continuous improvement that drives efficiencies. Proven delivery methodologies resolve incidents quickly to minimize business impact.
- **Business alignment**—HPE delivers better business outcomes by aligning service delivery to critical business-outcome metrics with visibility provided by “always on” operational dashboards.
- **Relationship flexibility**—Our flexible and transparent pricing models provide multiple financial options to clients (such as “as-a-service”, consumption-based, or traditional models). As business conditions change, we offer contractual flexibility.
- **Reputation**—With the highest Net Promoter Score in the industry, HPE is a proven “safe pair of hands”. We bring 50+ years of experience and a large roster of satisfied clients who trust our work. HPE has a reputation for offering an extensive portfolio of services and a breadth of experience to manage all application environments.

Find the results, reliability, and delivery you need

HPE Applications Management Services provides:

- Proven delivery methodologies and models (including DevOps) that are scalable, flexible, and tailored to client requirements
- Streamlined automation and continuous improvement to drive efficiencies, transformation, and an accelerated journey to business outcomes
- Domain skills in customer applications and business environment with process knowledge
- A proven governance and management model for effective cost management and transparency, enabled by KPI dashboards
- Hands-on expertise in systems of record, engagement, and insight—along with functional knowledge of our client's industry and business
- Highly available global delivery model capable of supporting business application users in their respective geographies and time zones
- Flexible and scalable delivery to support business cycles and strategies (such as mergers and seasonal peaks)
- Skilled workforce with the right industry and leading-edge technology knowledge and certifications
- Globally consistent service delivery backed up by standards platforms and ISO certifications
- Flexible and transparent pricing models

Gain new levels of support

By addressing your most critical business needs, HPE Applications Management Services address your most critical business needs:

- Initial and continuous cost improvements achieved through proven delivery methodologies, models, and automation
- Enhanced business insight through our experience working with leading clients in all industries
- Improved alignment to your business through domain skills and our demonstrated ability to effectively partner with the business
- Maximized value through our business outcome-oriented service delivery
- Demonstrated leadership in applications management, well documented by sourcing advisors and industry analysts
- Reduced business and IT risk through established transition methodologies, frameworks, and knowledge management

Achieve more with skilled support

HPE Applications Management Services address your service needs:

- Our skilled workforce is coupled with a robust partner eco-system.
- We provide globally consistent service delivery, backed up by standard platforms and ISO certifications.
- Transparent services provide visibility through dashboards and analytics.
- We deliver ongoing savings through automation, agile and DevOps methods, analytics-driven management processes, and continuous improvement to drive efficiencies.
- We have consistently proved our ability to lead in a complex multi-supplier environment and engagement.

Count on proven expertise

HPE has more than five decades of experience managing some of the world's largest applications environments for clients around the world:

- HPE has the highest Net Promoter Score in our industry.
- We globally manage 1M+ applications and 2.6B lines of code.
- HPE was a coauthor of ITIL versions 1.0, 2.0, 3.0; HPE contributors have served as authors, reviewers, and advisors to COBIT5.
- Our people cover a broad certification footprint, including: PMI PMP (3500+), SEI CMMI®, ISO (9001, 14001, 20000, 22301, 27001), ITIL (9000+), and Scrum Masters (250+).
- They're trained on Lean Six Sigma: 1,600+ trained Yellow Belts; 1,300 trained Green Belts; 250 trained Black Belts; and 12 Master Black Belts.

Industries served

- Manufacturing and automotive
- Consumer goods and retail
- Public sector
- Travel and transportation
- Banking and insurance
- Healthcare and life sciences
- Communications, media, and entertainment
- Utilities and energy

Take the next step toward better outcomes

You need to fully understand your business' priorities and needs, shifts in market conditions, competitive landscape, omni-channel expectations of your clients, and how your current applications portfolio hinders your ability to address those needs. What are your time-to-market requirements for new business services? How well do you manage the balance between spending for innovation on operations?

We can help you with this, and we can help solve the issues that get in the way of your success.

Learn more
www.hpe.com/services/applications



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