

# HPE Application Lifecycle Management on Software as a Service

## HPE ALM on SaaS brings business benefits:

- Flexible delivery and subscription model for lower TCO.
- Predictability to IT expenditure and service-level objectives (SLOs).
- Agility to scale and change when business demands.
- On-demand scalability, multi-layer security, and 24x7 support and expertise available.
- Access to latest technology and HPE Software innovations, with application version upgrades.
- For customers who “upgrade to SaaS,” this typically means less risk, reduced cost on technology management, and ability to focus more on delivery of their business outcomes.
- Agile Manager named users included (up to 20 named users).

## Deliver new applications at the speed of business

Technology users across the globe are unrelenting in their demand for faster delivery of engaging applications and software functionality, while expecting high quality and excellent performance. Hewlett Packard Enterprise Application Lifecycle Management (ALM) software is a powerful, single repository for your application teams to plan, build, and accelerate delivery of reliable applications that drive innovation and enhance customer satisfaction, while also providing your teams with visibility across all enterprise projects and the complete application lifecycle.

HPE ALM is a unified platform for managing and automating activities, insights, and assets to deliver applications from requirements through development, testing, and readiness for delivery. HPE ALM includes HPE Quality Center Enterprise software and integrates with upstream project portfolio management software and downstream deployment, monitoring, and incident management software to drive complete lifecycle management of applications from inception to retirement.

HPE ALM is ideal at improving visibility across local, distributed, and outsourced teams, and at managing the moving parts of today's applications. It promotes consistency across processes, drives best practices and asset sharing, and improves interactive communication among executive management, project managers, business analysts, development, and testing teams.

Built on a standards-based, easily extensible architecture and centralized repository, HPE ALM is one of the first unified, technology-agnostic application delivery systems available now.

HPE ALM is offered as both an on-premise license as well as a Software as a Service (SaaS) subscription. SaaS enables faster time to value, whether you need quick and secure access to the software, or you engage our experts to help drive efficiency into your quality management practice. With ALM on SaaS, customers can manage and test application quality through the complete application lifecycle with lower total cost of ownership (TCO) and a predictable operational cost model. The benefits of cloud deployment include reducing resources to manage actual technology and removing the burden of migrations or upgrades. All this allows our customers to benefit from the latest HPE Software technology innovations, while focusing on executing their core business strategy and creating business outcomes as their competitive advantage.

## Delivery the way you need

HPE SaaS is a remotely delivered engagement that provides a managed environment of HPE ALM application. HPE oversees the configuration and implementation of HPE ALM on SaaS and delivers ongoing infrastructure, application, and support service remotely. HPE deploys the HPE ALM on SaaS using shared infrastructure platform located at an HPE data center facility, monitors the system for 24x7 availability, and provides related 24x7 infrastructure support,

## Solution brief

### SaaS contact

HPE Software as a Service

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including application version upgrades. HPE ALM on SaaS solution is designed for an availability service-level objective (SLO) of 99.9 percent. Services are delivered in English.

The customer accesses HPE ALM on SaaS application through the Internet (HTTPS). In addition, HPE provides ongoing expertise to assist the customer with utilizing and maintaining HPE ALM application over time. This includes providing remote mentoring to the customer administrators, performing reviews for proposed changes, and providing ongoing guidance to help the customer derive the most value from HPE ALM deployment. Service is available within five business days from booking the purchase order in the HPE order management system.

### Service benefits

- The upfront capital costs typically associated with IT investments are reduced by leveraging a data center environment maintained by HPE. Customer's ALM application is deployed on shared infrastructure located at an HPE data center and system is monitored for 24x7 availability. HPE provides 24x7 infrastructure support, including application version upgrades, application service packs, and patch installations.
- The customer is freed from the responsibility of day-to-day operation and maintenance activity.

- HPE staffs and maintains a 24x7 Service Operations Center (SOC), which is the single point of contact (SPOC) for issues related to the infrastructure and support for HPE ALM. Customer's authorized users may contact HPE SaaS support by phone or log support tickets at SaaS customer Web portal. HPE SaaS Customer Portal also provides service catalogue for customers to request additional services from HPE SaaS.
- HPE provides ongoing expertise to help the customer derive the most value from HPE ALM on SaaS deployment. This includes providing remote mentoring to the customer administrators.
- HPE assigns an IT Infrastructure Library (ITIL)-certified SaaS Customer Success Manager (CSM) to the customer for the duration of the service. The CSM is responsible for overall customer satisfaction, enabling adoption of the service and providing best practice guidance. The CSM is the first point of management escalation for the customer in the event of any service related topic. The CSM is supported by HPE SaaS Technical Solutions Consultant (TSC) team, which provides ALM application expertise throughout the term.
- HPE SaaS is certified for the information security standard ISO/IEC 27001 and has built-in high availability, redundancy, and failover-supporting infrastructure.

Learn more at  
[hpe.com/software/alm](http://hpe.com/software/alm)



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