

Aligning IT, Investment and Support Strategies to meet business needs

Support Transformation Executive workshop



A New Style of IT is changing the way business is done. To drive innovation, businesses need to quickly capitalize on new delivery models like cloud, converged infrastructure and mobility while maintain existing IT models. More than ever, technology is now a driving force behind business transformation. While this evolution can open endless doors for technology to deliver business results, having the right IT, investment and support strategies in place will be critical to helping your organization quickly capitalize on the benefits the New Style of IT can bring. It is no longer only about the technology, but it is about what technology can do for the business.

Delivering just the right agile and flexible IT services for your business is a key requirement and often a challenge. Industry analysts predict—and many enterprises agree—that we are heading to a hybrid IT world, which is the only way for your organization to gain the agility and flexibility you need to take advantage of business opportunities without being constrained by IT capacity. The Support Transformation Executive workshop is a high quality, unique, visual, and slide-free workshop focused on guiding you in how to deliver the right IT services in the Datacenter in conjunction with HPE's pay-as-you-grow (Flexible Capacity), proactive and operational support (Datacenter Care) services.

These services, particularly Flexible Capacity, typically demand that HPE has an intimate understanding of the key factors driving your IT service deployment to ensure that any proposed HPE services are both appropriate and cost effective for your business and IT organizations. The key elements of the workshop are:

Customer business overview

Focused on ensuring that HPE has a clear view of the key information related to your current business pressures and drivers, including clarifying details on any corporate mission statement and IT's ability to keep pace with business demands.

CIO challenges

Successful CIOs use strategic planning processes to align future technology investments to their organization's long-term business goals. This segment of the workshop looks to review your existing IT organizational challenges, with a focus on clarifying any strategic CIO and Data Center strategies.

Investment strategy

Today's IT funding and operating models are rapidly transforming with the evolution of cloud computing. This section focuses on understanding the implications of this shift and discusses crucial points associated with the transformation, including choosing the right investment strategy to optimize IT and deliver value to the business.

Infrastructure strategy

Organizations are looking to increase efficiency through IT infrastructure transformation e.g., migration, consolidation, virtualization, or move to converged infrastructure. This part of the workshop aims to clarify any infrastructure transformation drivers and challenges, in conjunction with validating the existing Datacenter IT infrastructure.

Support strategy

The first step in building a support strategy is to ensure that the vision, mission and objectives of the IT organization are aligned with your business goals. This summary section of the workshop looks to assess the IT organization alignment, in conjunction with HPE support services, with those business goals.

Outcome of the Support Transformation Executive workshop

Following the workshop, HPE will provide a detailed and highly customized support solution proposal (in conjunction with Flexible Capacity if appropriate) that is fully aligned to your business goals. Expect the workshop to be delivered in approximately 3 hours.



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