

SOLUTIONS BROCHURE

Simplify Your IT Transformation

IT Operations Management

Business success in a digital-first world depends largely on your IT organization's ability to transform at the same pace as the business—delivering services with new agility while preserving performance, security, and governance.

But right now, your effectiveness is compromised. The IT landscape is a dynamic hybrid of traditional and cloud-based technologies and services. Diverse, unpredictable, and constantly changing, it introduces levels of complexity that cannot be controlled by conventional management methods.

IT leaders need a way to reduce this complexity while supporting services delivered from on-premises and multiple cloud resources. Otherwise, IT puts the business at risk of outages, cost overruns, security breaches, and compliance violations—and risks being marginalized for it.

Your mandate is clear—transform IT into a true services-driven organization that moves with agility. Only then can your team contribute to digital business success.



The Reality of IT Transformation: Four key challenges

Complex multicloud and hybrid environments present four key challenges that IT must overcome to support business transformation:

- 1** A diversity of providers increases the friction of user and IT interactions.
- 2** A wide variety of service and resource requests must be fulfilled.
- 3** Each new service makes maintaining a positive experience more difficult.
- 4** Services must meet security, compliance, and cost controls—regardless of their delivery model.

Unfortunately, in their attempts to ease these pressures, many organizations end up making matters worse. They collect separate management tools for each computing environment—public cloud, private cloud, on-premise, and mainframe. Then they add new tools to care for each new technology as it is adopted.

The result is a mix of diverse and incompatible toolsets for each platform, domain, or process. To link the tools, teams often employ scripts or custom integrations. But scripts are fragile. They depend on stable endpoints, and only select experts know their attributes or how to maintain them. Assigning seasoned staff to manage each tool and integration just results in overlapping staff supporting overlapping tools.

All this complexity distracts IT from supporting business transformation.





The Micro Focus Approach: Use IT4IT[®] to maximize agility with machine learning and automation

Enterprise IT teams can no longer afford the time delays and higher costs of herding redundant tools, maintaining brittle integrations, and assigning seasoned staff to the routine care of separate toolchains. You need a more connected way to satisfy DevOps and the business while governing hybrid IT.

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The Micro Focus approach is [based on IT4IT](#) to meet your enterprise-scale IT management needs. It supports key IT functional areas across hybrid environments with solutions that share a common machine learning and automation platform.

Through this shared platform, our enterprise-ready solutions keep your toolchain options open. You can retain the tools that are working well for you. You can fill operational discipline gaps with Micro Focus solutions. And you can connect everything with a consistent set of machine learning and automation technologies.

IT4IT powered by machine learning and automation—it's the shortest path to simplified, transformed IT.

Building on what works

At Micro Focus, we believe you don't need to eliminate the past to make way for the future. By building on what works, you'll be better positioned to automate end-to-end workflows spanning all hybrid domains and IT disciplines. You'll gain critical insights into your environment. And with our master orchestration engine, you'll be able to cut response times, better inform decisions, and further improve staff efficiency.

Now you can simplify and transform—without the risk of replacing your entire toolset.

Four Ways the Micro Focus Approach Simplifies IT Complexity

1 Reduce the friction of IT service consumption

The diversity of services in hybrid IT creates friction for IT and business users who must learn multiple interfaces and processes to request services. This diversity increases the workload for IT staff who must manage those requests and processes, slowing down progress.

With **Micro Focus service management solutions**, you'll provide intuitive, personalized, no-wait self-service through a single modern interface for both business and IT users. With automated responses and virtual agents—powered by machine learning—users quickly get what they want without burdening IT support staff.

3 Bring clarity to problems and resolutions

As more services are delivered through more cloud and corporate channels, the complexity of determining the root cause of problems rises exponentially. Traditional monitoring tools are no match for the enormous and fast-growing volume of events—leading to poor user experience and manually-intensive troubleshooting.

With **Micro Focus service assurance solutions**, you can shift to automated, AI-based delivery—powered by AIOps. Thanks to patented algorithms, you'll automatically detect patterns and filter causes from symptoms—spotting anomalies and transforming vast volumes of data into accurate, actionable insights for faster problem resolution. You'll gain a clearer view of the health of your services—across cloud and on-premises resources. And you'll be able to direct actions based on business priorities—automating remedial actions to eliminate manual work, reduce business downtime, and cut IT operations costs.

2 Run at the speed of DevOps

Business and DevOps teams have an insatiable demand for rapid service provisioning. When IT is too slow to respond, they adopt cloud and third-party services without involving IT. This inconsistency can impact the quality, speed, and scale of delivering services and infrastructure.

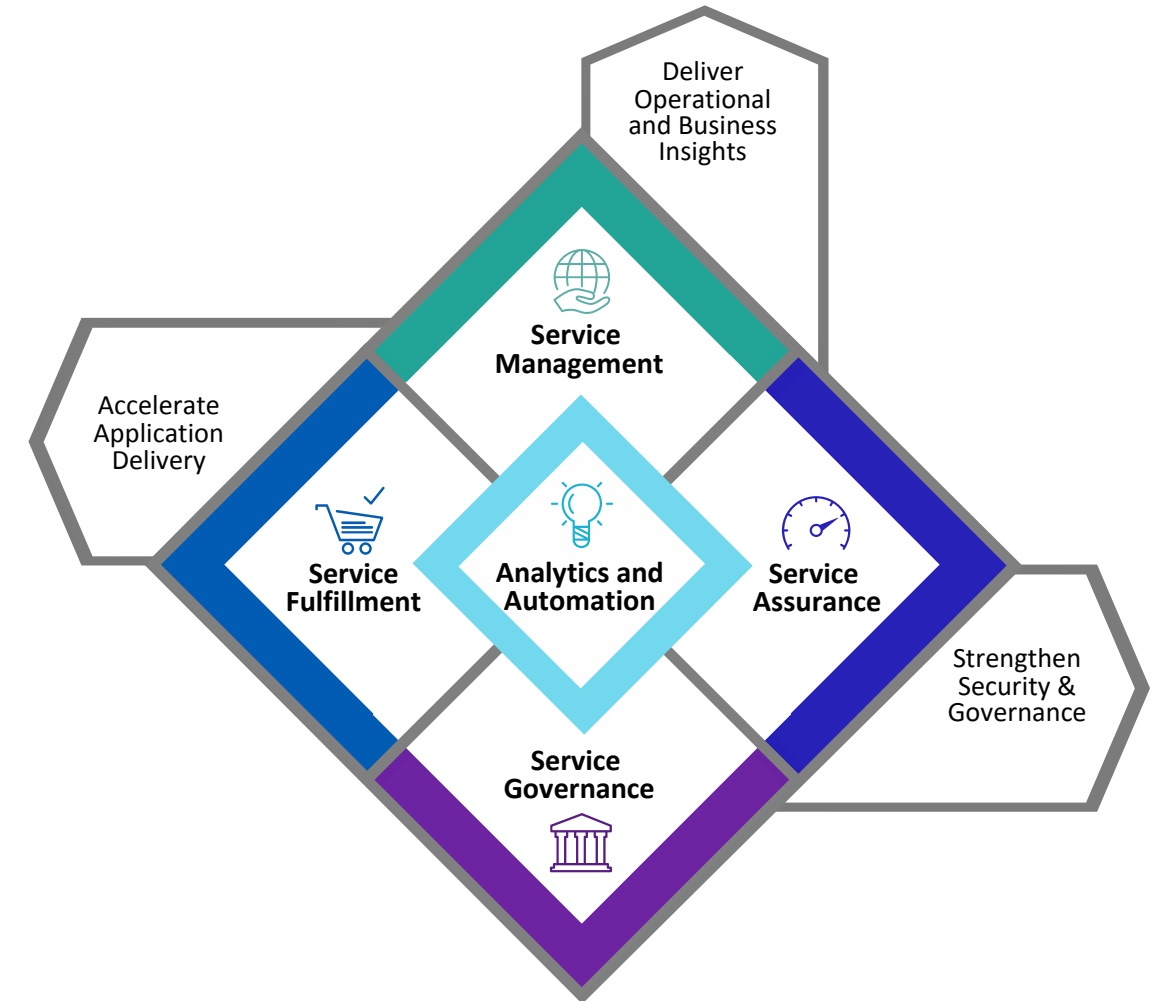
With **Micro Focus service fulfillment solutions**, you can automatically design and deploy cloud-agnostic services across hybrid environments—helping users help themselves to best-fit services and reducing fulfillment cycle times. Now you can easily deploy and manage complex services running on multicloud, hybrid cloud, and legacy platforms—satisfying a wide range of resource requests through a streamlined service catalog.

4 Implement transparent guardrails for IT

Hybrid environments are the perfect place for vulnerabilities to hide and costs to covertly grow. Spotting service weaknesses concealed across multiple clouds, on-premises systems, and networks is a daunting task. And the uncontrolled consumption of cloud resources can generate unexpected expenses.

With **Micro Focus service governance solutions**, you can overcome existing tool limitations to identify server vulnerabilities, report on patch compliance status at the service level, automatically remediate compliance responses, and better focus cloud spending. In these ways, you can reduce the risk of security breaches and unplanned expenditures while preserving your business teams' freedom to move quickly.

Micro Focus Hybrid IT Management Solutions



Simplify

Simplify complexity through four key IT functional areas—Service Management, Service Fulfillment, Service Assurance, and Service Governance—all connected by machine learning and automation.

Transform

Transform to a service-delivery model based on the value streams of IT4IT.

Grow

Grow your business value by accelerating application delivery, offering business and operational insights, and strengthening security, risk, and governance.

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Service Management Simplify service consumption

The digital economy has changed the way people work, driving expectations for consumer-grade user experiences with intelligent, personalized self-service and zero wait time. Manual IT Service Management (ITSM) and Enterprise Service Management (ESM) tools cannot satisfy these demands. What's more, they are expensive to deploy, run, and maintain. Lacking visibility into the impact of service changes and incidents, IT teams are unable to get ahead of problems, control outages, curb costs, or influence user perceptions regarding IT's support.

Micro Focus offers a single, combined solution for ESM, ITSM, and ITAM. Powered by built-in machine learning, this out-of-the-box solution drives greater productivity and faster issue resolution, resulting in fewer recurring service outages and lower ticket volumes. A fully integrated self-service portal empowers IT and business users. Entirely codeless configurations revolutionize upgrades and simplify tuning processes. And automated discovery and dependency mapping improve change success rates and reduce unplanned downtime. Ultimately, you'll provide an engaging service management experience that saves your team time and money.

One self-service portal for all

Extend service delivery beyond IT with one fully integrated, easy-to-use self-service portal. Empower IT and business users with natural language search, social collaboration options, and 24x7 smart virtual agents with embedded machine learning. Mobile ticket submissions are a breeze—users can just send a snapshot from their phones.

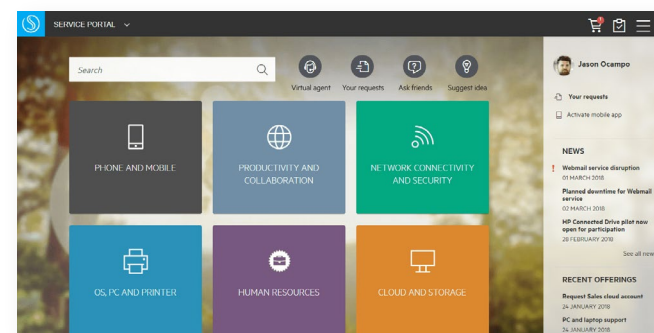
Automated workflows and resolutions

Get more done by automating IT and non-IT workflows and tasks. Resolve issues faster and eliminate incident recurrences with insights gained from machine learning. Build configurations without any code and deploy them freely—in-cloud or on premises. When upgrades happen, your entirely codeless configurations remain perfectly intact. There's no need rework the same adjustments over and over again. You can move forward with elevated IT efficiency and lower costs.

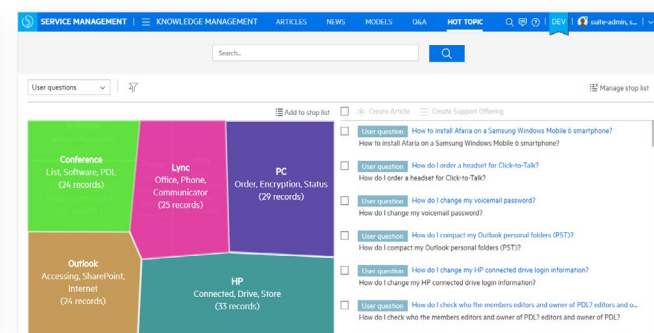
Agile, informed change management

Execute changes quickly and successfully to support your high-speed digital business. Continuously discover the hardware, software, and services across your environment—and know that your work is based on current information. Understand configuration item interdependencies, along with their relationship to business services—and manage them in a single view. Most importantly, proactively assess the risk or impact of proposed changes—and use machine learning to execute ongoing IT improvements. Your success rate for change and service quality will rise. So will IT's reputation.

The digital storefront for IT



User Self-service Portal



Hot Topic Analytics

Service Fulfillment Meet resource demand at the speed of DevOps

Delivering services across hybrid IT is complex and costly. The variety and volume of resource environment requests from IT, business units, and app development teams is overwhelming. If you are slow to respond, business teams go rogue—consuming public cloud and third-party services without IT involvement. Conventional methods for provisioning business-specific hybrid and tiered environments take too long—no one has the patience for traditional “IT implementation projects” anymore. Finally, the true costs of a “cloud-only” strategy have gained visibility—so private cloud and workload repatriation efforts are making in-house resources more relevant again.

Micro Focus provides a unified set of solutions for enterprise-wide service fulfillment. With our solutions, business and developer teams enjoy faster self-service provisioning that removes deployment complexity. Infrastructure teams can efficiently aggregate, design, and provision services across multicloud and data center environments. IT teams can design and deliver services composed of any resource—from traditional IT to container and cloud-native technologies—and employ cloud strategies that become independent of tool or vendor. In short, IT can meet business needs and keep digital transformation on track with minimal cost and disruption.

Simplified delivery of complex environments

Make it easy for users to find, request, and consume enterprise services through a portal featuring natural language processing, smart search, AI-based conversational virtual agents, and mobile apps. Automate resource provisioning, including deployment-time options and user guidance to improve service-catalog browsing. And gain a clear, real-time understanding of the health and distribution of deployed resources from a single dashboard. That's how you deliver a better, more consistent user experience at a low cost.

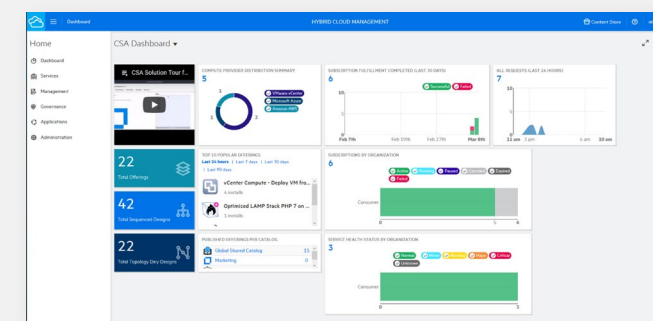
Adaptable designs and brokering

Minimize custom deployments with a streamlined set of adaptable service designs. By abstracting a service from underlying technologies, you can fulfill a wide range of resource requirements while dramatically reducing the number of catalog designs you have to maintain. Your ability to deliver anything as a service—from simple operating systems images to full-stack, tiered business application environments—strengthens your control. You can deliver the right cloud or on-premises environments to every user without losing oversight visibility.

Automated, scalable deployments

Orchestrate the flexible execution of any service, software, or infrastructure deployment—along with Day Two lifecycle management actions that include de-provisioning. With out-of-the-box integrations and a massive content library, you can fully-automate any IT process and direct other tools. As a result, your fulfillment automation can use options and deployment-time choices to execute every resource request—speeding delivery, minimizing manual effort, and improving quality.

The multicloud resource vending machine



Hybrid IT Fulfillment Dashboard



Workload Migration Status

Service Assurance

Detect and fix issues automatically

The complexity of today's hybrid IT environments makes monitoring and resolving issues extremely difficult. Operational data volumes are massive, thanks especially to IoT adoption. Finding root causes and remediating incidents is manually intense and painfully slow. Poor user experiences threaten brand loyalty and revenue streams. With too much to do, IT teams have trouble aligning their efforts to business priorities. Despite these issues, IT must somehow accelerate MTTR, cut costs, demonstrate incremental value to the business, and partner effectively with development teams to improve application delivery.

Micro Focus solutions empower IT with a business-prioritized view of services across multiple clouds, traditional applications, and networks. Now operations teams can gain full visibility of their hybrid estates, remediate problems using automated AIOps, and uncover insights related to customer behavior. And that means you can collect operational IT data into a single-view data lake to provide faster fixes, valuable insights, and lower costs. Working with us, you'll satisfy business users and DevOps teams in the digital enterprise.

End-to-end monitoring

Gain full visibility into your hybrid IT estate. Expand your view with agent or agentless monitoring across cloud, physical, and containerized environments. Discover IT resources and dependencies, then use that data to build and continuously update business-service models that fast-track problem solving. Consolidate all monitored data—including data collected from 200+ third-party tools—into a single pane of glass. No need to rip and replace anything.

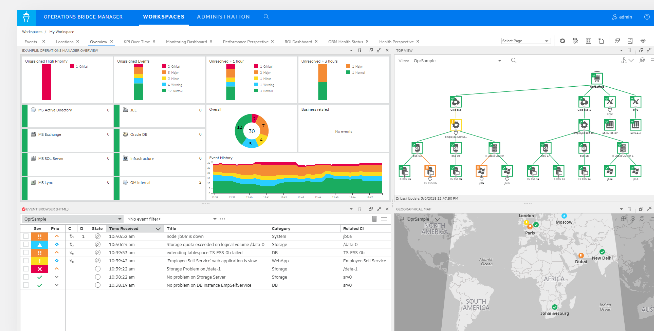
High performance machine learning and remediation

Spot red flags, uncover root causes, and resolve issues faster. Automate log, event, and metric analytics with machine learning. Swiftly analyze data from any source to detect anomalies and automate remedial actions with 8,000+ runbooks. You can reduce events by up to 90 percent—and stop wasting time on noise.

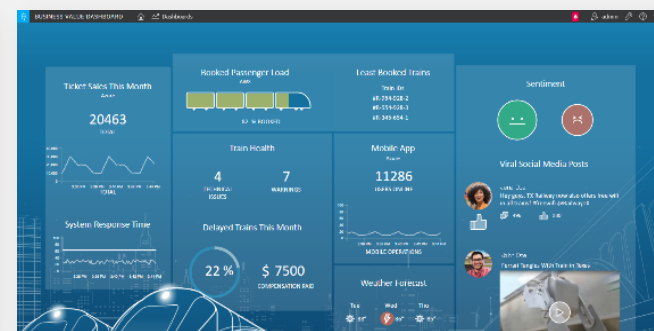
Actionable insights

Present operations through a business lens. Build dashboards that stakeholders can access from any device to see the real-time impact of IT operations on the business. Provide fast feedback to developers. Help DevOps and business teams make better decisions, and they'll see you as a strategic partner.

Automated discovery, monitoring and remediation—powered by full-stack AIOps



Consolidated Monitoring Status



Business Value Dashboard

Service Governance

Implement transparent guardrails

With limited visibility into the state of service risk within multiple clouds and data centers, IT struggles to reduce vulnerabilities and maintain compliance. Until you can clearly see risk from the service level, security breaches, audit failures, regulatory fines, brand damage, and ungoverned costs are inevitable. You need a way to preserve application availability while improving operational efficiencies and cutting operational costs.

Micro Focus solutions provide a proactive and consistent approach to configurations, patching with remediation, and cost governance across heterogeneous servers, databases, middleware, networks, and cloud services. Our approach gives IT teams the tools they need to act as governance guardrails—keeping all hybrid services compliant, secure, and on track—and transparently protect your digital transformation initiatives.

Patch, vulnerability, and compliance management

Reduce IT compliance and vulnerability risks for multicloud and multivendor server operating systems, databases, middleware, and networks. Now you can overcome the limitations of existing tools to implement a more consistent configuration and patching process. You can also maintain a more consistent compliance state for datacenters and networks while proactively tracking software, configurations, and running states.

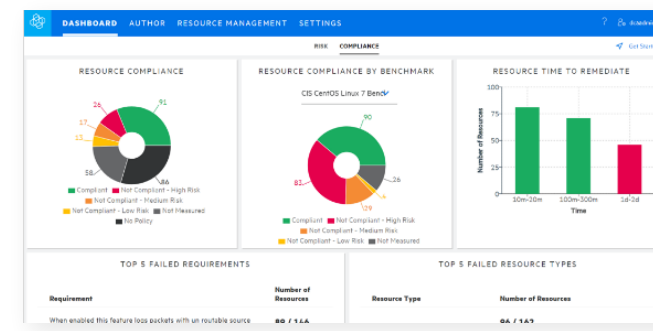
Enterprise-scale configuration and lifecycle management

Centrally manage server and network configuration drift for even the largest enterprise environments. Your ability to visualize the impact of configurations on network health will help you solve problems faster. You will also be able to boost operator productivity and engineering effectiveness by leveraging built-in automation to eliminate manual configuration maintenance.

Cloud cost governance

Optimize and focus public cloud spending and utilization without slowing your teams down. With policy-based governance, recommendation analytics, and show-back reporting, you can keep public cloud spending visible and more intentional. You can also ensure that business unit consumption remains controlled and within budget.

Transparent guardrails for IT



Patch Compliance Trends



Cloud Spend Report

Analytics and Automation

Connect functional areas to simplify IT transformation with these supporting technologies:

Universal Discovery and UCMDB

With our discovery solutions, you gain a real-time view of configuration items and their interconnections. More specifically, you can automatically collect (by discovery or integration), reconcile, manage, and present configuration item data regarding hardware, software, applications, services. More importantly, you can observe their relationships and interdependencies across hybrid IT environments. Your ability to see the unique footprint of each business service means your incident, problem, and change management decisions are grounded in reality and can be prioritized for maximum business impact.

Collect Once, Store Once (COSO)

Based on Vertica for data warehousing and machine learning, COSO centralizes reporting by collecting and normalizing data from Micro focus and third-party products. Our solutions use COSO as a foundational element to improve the delivery of IT services. For example, COSO can analyze incident trends to prevent recurrence, provide automated event correlation or identify patterns of unsuccessful changes that indicate when a risk score should be increased to sharpen focus on high-risk changes. By using COSO for AIOps, you can elevate the effectiveness of monitoring and remediation, reducing MTTR and operations costs.

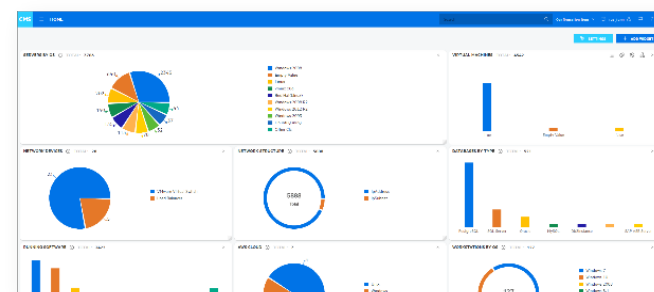
Master orchestration engine

Micro Focus Operations Orchestration (OO) is an industry-leading, enterprise-scale IT process automation solution that can direct and work above other management tools. OO is extensible and vendor-agnostic. It can be invoked from almost anywhere to break down domain silos; integrate teams, tools, and technologies; and flexibly orchestrate almost any IT process. It includes an out-of-the-box library of thousands of operations, workflows, and integration adapters that span AWS, Azure, Google Cloud, Docker, Kubernetes, SAP, and other IT operations tools—all available to “tune and go.” With OO, your team can save time, cut costs, and boost productivity by automating manual tasks.

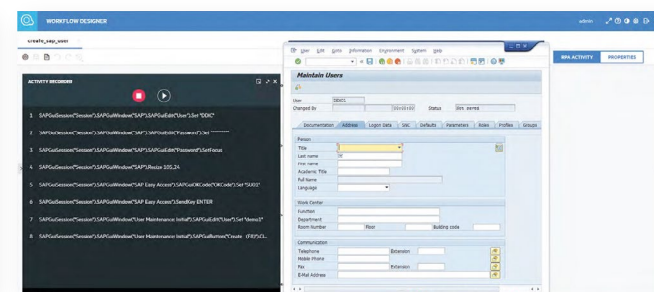
Robotic process automation (RPA)

Micro Focus Robotic Process Automation is a powerful automation and orchestration platform that combines screen (UI) and API steps to connect enterprise processes—even those that are highly complex or that require human intervention. RPA robots perform tasks quickly, accurately, and intuitively—recognizing change and adapting accordingly. Using privileged access and encrypted passwords, they automate processes without exposing sensitive data. They save time and money. They strengthen security and compliance. And they free employees to focus on more important things.

Intelligent automation, based on machine learning



Backup Status Report



Workflow Designer

Cut Complexity. Build Agility. Drive Services.

Your ability to simplify IT complexity and transform into an agile, services-driven organization has one clear outcome—the entire organization wins.

Accelerate Application Delivery

Underpin your release pipeline with production-ready, on-demand resources

The speed of DevOps demands faster, simpler IT service delivery. Using Micro Focus solutions, development leads and cloud admins can work together to define services that fulfill every resource needed for continuous delivery. Simple VMs, cloud images, or full working environments can then be called up, on demand, as code. Automated deployment options allow a streamlined set of service definitions to deliver a wide variety of resources through self-service.

Micro Focus solutions provide production-ready environments, including monitoring and backup capabilities. Using AIOps, you can visualize, analyze, and ensure the health of key IT services and applications while giving developers critical feedback to improve user satisfaction. Real-time status of application health ensures that Dev and Ops teams work together to focus on enhancing the user experience and differentiating your enterprise in the marketplace.

Deliver Operational and Business Insights

Keep IT contributions visible and business-aligned

IT service quality and responsiveness is immediately apparent to stakeholders and customers in this global digital world. Staying agile in our dynamic business environment increasingly requires business and IT teams to work together.

Micro Focus helps you align operations with the business using easily created custom dashboards that can be accessed from any browser-enabled device. Our dashboards provide a holistic view of IT operations—highlighting IT contributions, key metrics, and status updates alongside business-relevant data. With graphics and custom integrations, you can find and present information to aid decision making and improve business outcomes. The real-time value you provide to stakeholders can change the perception of IT from an operational contributor to a strategic partner.

Strengthen Security and Governance

Reinforce and maintain your enterprise security posture

Enterprise security is a never-ending battle that escalates each day. Micro Focus offers an analytics-based set of security solutions for identities, applications, and data. To make these security solutions even more effective, Micro Focus IT Operations Management solutions work in concert with our security offerings to better protect your enterprise. Together, they help you reduce risk by taking a proactive approach to configuration, patching, and governance of data center and network environments.

When cyberattacks are happening, security teams are able to work more closely with IT operations to execute complete response actions and defend or lock down resources while documenting the steps that were taken to facilitate continuous improvement.

Simplify Your IT Transformation

At Micro Focus, we believe that the quickest, surest way to get results is to build on what already works. Every enterprise has created their own toolset, but parts can be redundant and fragile. Micro Focus has designed a set of proven, enterprise-scale IT management solutions that can integrate with, and work alongside, legacy and cloud tools to simplify the complexity of managing hybrid IT environments.

While every path to simplifying IT complexity is different, Micro Focus has the experience, scale, and flexibility to address your unique enterprise needs. Let's talk about how we can work alongside your team to help you simplify complexity and transform IT into a services-driven organization, so you can fully participate in digital business success.

Find out more at www.microfocus.com/HybridIT

