Hybrid IT Management
Simplify your IT transformation
We are a global technology company that makes software for running and transforming your business.
A Global Enterprise Software Company

- Support for your digital transformation
- Bridge the gap between existing and emerging technologies
- Driven by customer-centric innovation

1976  
Year established

14K  
Employees in 43 countries

Newbury, UK & Santa Clara, CA  
Corporate headquarters locations

$3.6B  
Annual revenue

40K  
Enterprise customers

4K  
Partners worldwide

300  
Business-critical products

4.8K  
Software engineers

Note: All numbers are approximations based on 2018 data.
Micro Focus today
Built on stability, innovation and delivering for customers over the long term
We underpin mission-critical transactions globally

**UBER**

*Vertica* is at the core of Uber, Intuit and Cerner empowering their insights driven approach

Employee technology store fulfilling 1000’s of request a week, ranging from VMs to applications

Successful integration of 5 ITOM portfolios

**50Bn**
SMS per day

**BMW**

BMW uses our ADM testing tools to make automobiles...

100 million lines of code in one car tested by our products

**450M+**
Managed Identities

**NetIQ**

Identity and Access Management

**Micro Focus** helps deliver

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Focus areas facilitate Digital Transformation

Enterprise DevOps
Hybrid IT Management
Security, Risk & Governance
Predictive Analytics

SPEED
AGILITY
SECURITY
INSIGHTS
Enterprises exist in a complex hybrid landscape
Digital transformation is slowed by hybrid complexity

**Increasing investment**

2x Companies investing heavily in digital transformation within the past year \(^1\)

**Increasingly hybrid**

62% of enterprises have adopted a hybrid IT approach and strategy \(^2\)

**Increasing challenges**

Executives increasingly concerned about the operational challenges surrounding digital transformation \(^3\)

70% of all Digital Transformation initiatives do not reach their goals. \(^4\)
Hybrid complexity compromises IT effectiveness

- True hybrid services are more difficult to deliver, monitor, manage and govern – “Slow is the new Down”
- Poorly controlled by conventional methods
- Risks include outages, cost overruns, security breaches, and compliance violations

To move ahead...
- Simplify the complexity of hybrid management
- Transform to a service-driven, hybrid-capable toolchain
The world is hybrid, but it’s also an accidental hodgepodge of tools rather than a group of carefully selected, integrated, modernized solutions.

...sacrificing compliance and governance in the name of innovation.”

Forrester Research
Complexity in management toolsets

- Environments often treated separately – spawning unique toolsets
- Fragile scripts and integrations created to build process flows
- Staff assigned to manage integrations rather than business priorities
Micro Focus recommends a Connected Services approach

- Align tool chains to functional areas across technology domains
- Keep management tools that are working well
- Build interconnected value streams
- Fill operational gaps with Micro Focus solutions
- Avoid the risk, time and cost of ripping and replacing everything
Addressing the opportunities and complexities of Hybrid IT

**Service Management**
Reduce the friction of IT service consumption...
...if you can deliver intuitive self-service to business and IT teams

**Service Fulfillment**
Meet demand at the speed of DevOps...
...if you can empower DevOps teams to use the right deployment models

**Service Assurance**
Bring clarity to problems and resolutions...
...if you can visualize services end-to-end, applying automation and AI to Ops

**Service Governance**
Re-assert the governance role of IT...
...if you can provide consistent patching, backups and cost governance
Hybrid IT Management
Simplify your IT transformation

Service Management

Service Fulfillment

Analytics and Automation

Service Assurance

Service Governance

Accelerate Enterprise DevOps

Deliver Operational and Business Insights

Strengthen Security & Governance
Service Management

**Functional area challenges:**
- Multiple interfaces and processes for users to request services
- Hard for staff to manage all requests and process flows
- Manual service management can’t satisfy demand for self-service

**With Micro Focus service management solutions:**
- Users quickly receive requested services - without burdening IT staff
- Automated responses and virtual agents - powered by machine learning
Reduce the friction of IT service consumption

One single place to go for all services across business and IT

24/7 smart virtual agents respond instantly and reduce IT staff workload

See patterns of recurring incidents via hot topic analytics

Tune to your business and easily upgrade to new capabilities with codeless configuration

Automated, real-time discovery allows changes to be accurate to your current state

Compelling TCO value versus ServiceNow

Orchestration enables automation of complete actions
Service Mgmt Automation-X

Universal Discovery

Operations Orchestration
Service Fulfillment

Functional area challenges:

- Resource delivery delayed by hybrid complexity
- Public cloud becomes the default, reducing IT funding and context
- Private cloud lags, becoming less attractive
- Cloud migrations consume IT

With Micro Focus service fulfillment solutions:

- Deploy services that run on any cloud
- Users can quickly self-serve best-fit services
- Migrate workloads between distributed, mainframe private and public clouds
Meet demand at the speed of DevOps

**Capabilities**

- **View and track deployed resources** across clouds and datacenters
- **Design and deploy** a wide range of hybrid services using an **adaptive designer**
- **Automate deployments** and “day two” actions with a **master orchestrator**
- **Preselect and immediately offer** the right **public cloud services**
- **Common marketplace** for cloud resources with a **streamlined catalog**
- **Provision servers** with required software at enterprise scale
- **Migrate workloads** to the cloud from datacenters and mainframes
Hybrid Cloud Management

Data Center Automation

Operations Orchestration

PlateSpin & Mainframe Solutions
Service Assurance

Functional area challenges:
- Monitoring and resolving problems across hybrid boundaries is difficult
- Traditional monitoring tools can’t cope with the explosion of events
- Leads to poor user experience and manually-intensive troubleshooting

With Micro Focus service assurance solutions:
- Apply AIOps to proactively spot anomalies and automate remediation
- Visualize the health of end-to-end services across multi-cloud, containers and on-premises resources
- Reduce business downtime and the cost of IT Ops
Capabilities

Bring clarity to problems and resolutions

- Monitor across **cloud and on-premise** environments
- Return to health faster with **AIOps-enabled correlation and automated remediation**
- **Reduce noise and consolidate events**
- **Real-time metrics** for IT and business service health
- Manage using an up-to-date, complete view of every service via **discovery with topology**
- **Execute complete actions** using integrations, process automation and robotics
- **Extensive library** of application and device support content
Operations Bridge

Network Operations Management

Operations Orchestration
Service Governance

Functional area challenges:

- Hybrid complexity enables vulnerabilities to hide
- Data recovery after an attack is more difficult for hybrid
- Unexpected expenses from unmanaged cloud consumption

With Micro Focus service governance solutions:

- Overcome existing tool limitations to enable more consistent configuration and patching processes
- Maintain a more consistent compliance state
- Reduce the risk of security breaches, ransomware and unplanned data recovery expenditures
- Improve cloud spend governance
Reassert the governance role of IT

Capabilities

Regulatory, security, and internal IT compliance management using out-of-the-box content

Real time visibility into compliance status, updates and actions for network and datacenters

Policy-based vulnerability management using closed-loop remediation automation

Capacity and configuration modeling for effective planning

Govern multi-cloud spending and visualize resource utilization

Enterprise class scalability and security to keep critical apps protected and always-on’
Products

Data Center Automation

Network Operations Management

Data Protector

Hybrid Cloud Management
Analytics and Automation

Functional area challenges:
- Management effort and costs rise with redundant toolsets
- Integrations are difficult to build and maintain
- Senior staff consumed with the care of toolchains

Micro Focus offers a connected services approach
- Supports functional areas end-to-end across hybrid environments
- Designed for enterprise-scale IT management
- Connected service delivery model based on IT4IT
Capabilities

- Improved insight from big-data grade analytics and machine learning
- Systems learn faster - support better decisions through a common data lake for analytics
- Reduce staff workload with complete IT process orchestration
- Extensive library of workflow content designed for complex environments
- Automate manual UI work across business and IT teams with robots, a designer and orchestration
- Gain incremental efficiency from business process automation
Collect Once Store Once (COSO)
Operations Orchestration (OO)
Robotic Process Automation (RPA)
Solutions Business Manager (SBM)
Case study:

Challenges:
- Management and configuration of 10,000+ servers
- Application teams unable to know application status
- Poor configuration item data led to incorrect billing

Solution:
- Monitor across cloud and datacenters with AIOps correlation and automated remediation
- Network monitoring and management
- Real-time discovery of configuration items including topology

Result:
- Improved view of network resources, driving expected savings of US$2 million
- Identified 800 incorrectly billed servers
- Removed 1,000 retired servers
- Application teams able to troubleshoot and analyze the effectiveness of their IT environments
Case study: Istanbul Grand Airport

Challenges:
- Resource delivery project required the support of internal departments as well as all on-airport businesses, airlines and facilities
- Large IT environment: 750 IT rooms, 3 datacenters, 5,000 servers, 6,500 network devices, and 40,000 IoT devices
- High volume of IT and business datapoints

Solution:
- On-demand private cloud resource provisioning
- Server provisioning with compliance including software stack delivery
- Monitor across cloud and datacenters with AIOps correlation and automated remediation
- Network monitoring and management
- Real-time discovery of configuration items including topology

Result:
- Accelerated service delivery by 12 times
- Increased productivity of IT administrators by 80%
- 100,000 health datapoints analyzed and actioned each hour with 150,000 key metrics monitored
Case study: BC Clinical and Support Services Society

Challenges:
- Fragmented IT environment arising from merging organizations and acquisitions
- Silo’d teams with disparate processes and practices were increasing costs
- Requirement for a common environment for both patient care and business systems

Solution:
- Best practice-based IT service management
- IT asset management
- Real-time discovery of configuration items including topology

Result:
- Defined IT costs for 94% of managed assets, establishing base costs for depreciating assets
- Reduced repeatable incidents by 10% and number of emergency changes by 85%, reducing service disruptions and patient-care impact
- Delivered more than 45 application models for Tier 1 critical applications and systems
Case study: University of Utah

Challenges:
- Brownfield with multiple departments with different processes
- Reduce resource delivery time across four hospitals and a dozen community clinics
- 400 ancillary systems supported by central IT

Solution:
- On-demand private cloud resource provisioning
- Server provisioning with compliance including software stack delivery
- Master orchestrator across deployment and IT automation

Result:
- 100% automation for VM and ACI network deployments (from 0%)
- Delivery reduced from days to 30 min or less
- Streamlined customer ordering process
- Provide a standard automation platform with OO
- Manage private and public cloud offerings
Case study:

Challenges:

- No transparency or overall control of service health with clients employing up to 100 separate tools across operations
- Unexpected outages difficult to identify and rectify
- Complex environments, hard to integrate
- Needed a common management platform for clients

Solution:

- Monitor across cloud and datacenters with AIOps correlation and automated remediation

Result:

- Mature, with proven open APIs and integrations across multiple vendors and environments
- Event correlation from multiple sources
- More efficient monitoring and remediation process reduced incidents from 25-30%
- Complete transparency into health and performance of the end-to-end infrastructure supporting each service or application
- Inform stakeholders through customizable dashboards in real-time
Case study: KMD A / S

Challenges:
- Operate more than 400 systems to support the Danish government
- Transform to accommodate 50% increase in client workload with the current staff complement
- Ensure optimal service levels for one million workers counting on Denmark’s public sector systems

Solution:
- Monitor across cloud and datacenters with AIOps correlation and automated remediation

Result:
- Management of 7,000 servers and 1,500 nodes providing support to 3,500 KMD employees
- Reduce event correlation support from four staff down to one
- Single pane of glass management extended to more teams in KMD with service modeling and proactive monitoring solves problems before clients are impacted
Robotic Process Automation - The challenge it addresses

Businesses spend too much time working on mundane, repetitive, error-prone tasks.

- Moving files and folders
- Opening emails and attachments
- Logging in and out of apps
- Filling out forms
- Preparing, manipulating, merging data
- And the list goes on…
Robotic Process Automation (RPA) uses software robots that mimic UI-based human actions to automate everyday tasks.

With RPA:
- Record screen actions
- Design workflows to automate business processes
Robotic Process Automation

Fast time to value, deploy with security and scalability

Build, secure, and scale automated business processes

Automate with minimal changes to existing systems and applications

Integrate legacy applications into modern workflows and processes

Combines a design studio, robots and orchestration

Resilient robots, centralized security and cross-platform connections off-load your humans

Simple licensing, cost-effective pricing
The entire enterprise wins when complexity is addressed

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

Deliver operational and business insights
- Keep IT contributions visible and business-aligned

Strengthen security and governance
- Reinforce and maintain your enterprise security posture
Customer results show the ability to address hybrid complexity

Service Management
Reduce the friction of IT service consumption...

- 20% reduction in MTTR
- 3 version upgrades in a year
- 20% reduction in handling time
- Lower TCO

Service Assurance
Bring clarity to problems and resolutions...

- 25-30% event reduction OOTB
- Priority 1 incidents down 80%
- 94% robotized remedial executions
- 50% faster MTTR for network

Service Fulfillment
Meet demand at the speed of DevOps...

- Complex service delivery from week to < 30 minutes
- 12x faster private cloud service delivery

Service Governance
Re-assert the governance role of IT...

- Reduce network device info collection time by 30%
- Patch 15k+ services in 4 hours by 2 staff
- 100% coverage for production system patching and compliance
Connected Service Approach from Micro Focus

- Proven, enterprise-scale capability across IT Ops functional areas
- Fewer integrations, less customization, fewer SMEs consumed with managing tools
Simplify your IT transformation

- Quickest, surest way to get results is to build on what already works

- Your needs are unique with your own path to digital business success

- Let us help you simplify the complexity of management in your context

- Transform into a service-driven organization to enable digital business success
Find out more at: MicroFocus.com/HybridIT
Hybrid IT Management Use Cases

Plan (Strategy to Portfolio)
- Service Management: Manual, inefficient & error-prone service management processes lead to inefficiency and dissatisfied users

Build (Requirement to Deploy)
- Service Fulfillment: Efficiently manage creation and the lifecycle of service instances across on-premise and cloud environments
- Continuous Deployment
- Service Onboarding & Consumption
- Service Governance: Govern the service delivery w.r.t. data protection, security risk, compliance rules, and financial risk

Deliver (Request to Fulfill)
- Service Assurance: Deliver an efficient predictive management of running services with a high degree of automation and actionable insight

Run (Detect to Correct)
- Service Assurance
- Data Protection
- Operational Compliance
- Predictive Service Management

Platforms:
- Mainframe
- In-house Traditional
- Private cloud
- SaaS
- AWS
- Azure
- Other