



Hybrid IT Management

Simplify your IT transformation

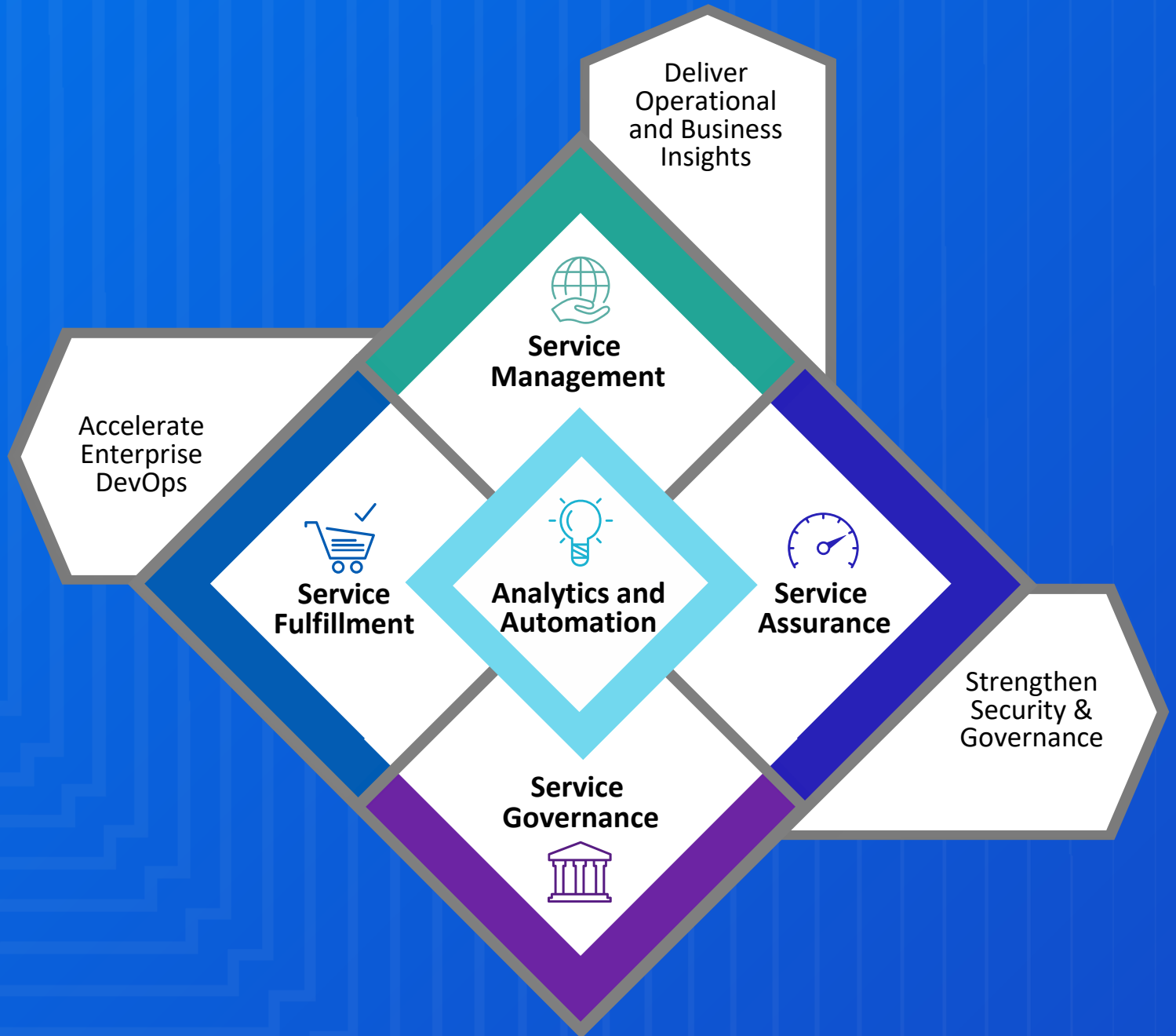
Micro Focus Overview

Hybrid IT Management Overview

Customer Success Stories

What's New - RPA

Summary





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 headquarter 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

Novell



Borland



COBOL



40
YEARS

Content Manager
Network Management
Data Protector



VERTICA



HP OPENVIEW



MERCURY™



Voltage
security

ArcSight



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

Micro Focus helps deliver

50_{Bn}

SMS per day



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

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



Identity and Access Management

450M+
Managed Identities

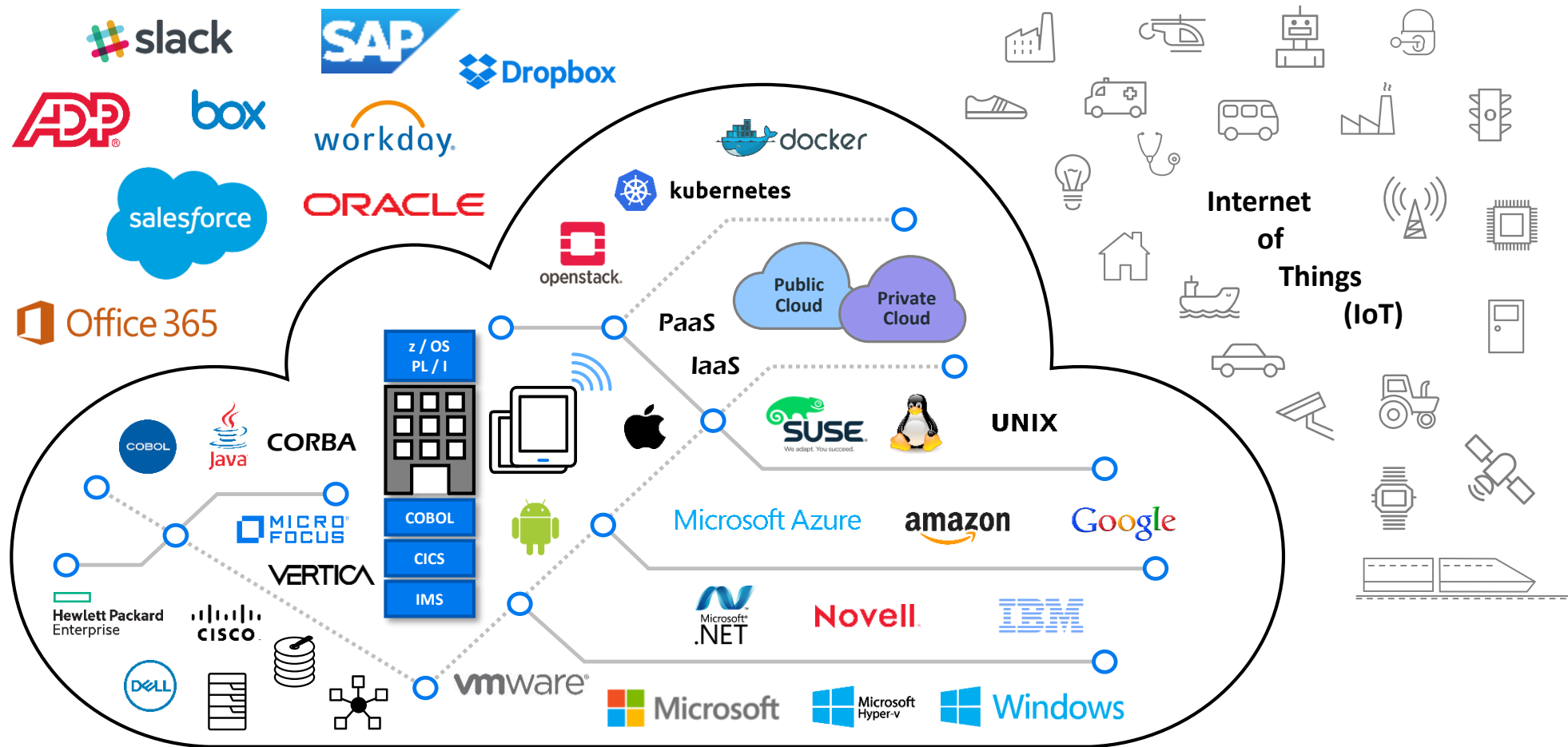


Focus areas facilitate Digital Transformation





Enterprises exist in a complex hybrid landscape



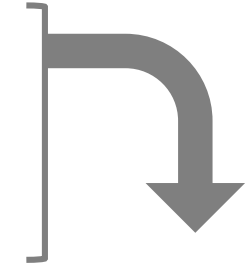


Digital transformation is slowed by hybrid complexity

Increasing investment

2x

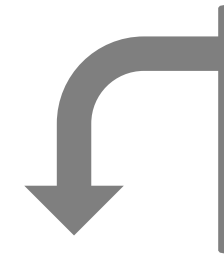
Companies investing heavily in digital transformation within the past year ¹



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





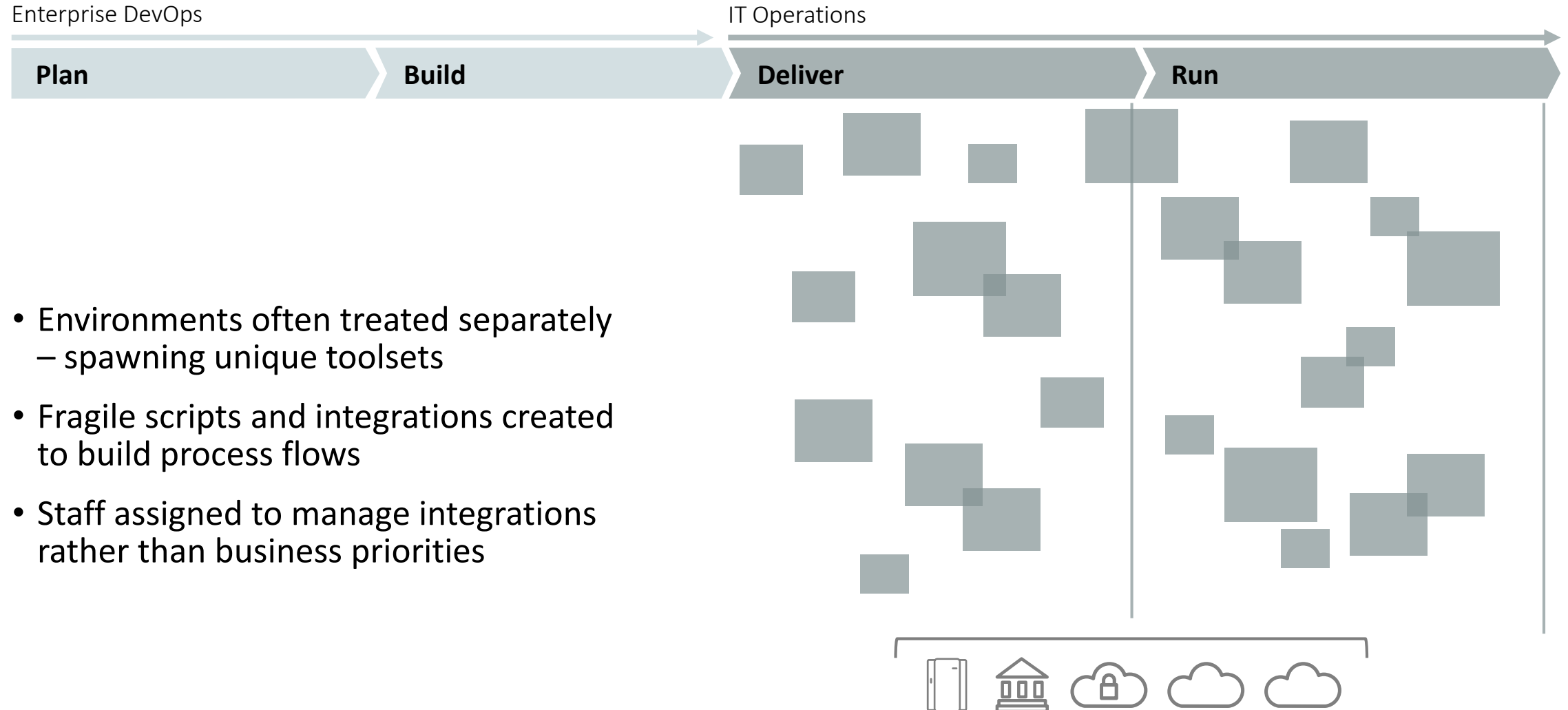
*The world is hybrid, but it's also an
accidental hodgepodge of tools rather than a group of carefully
selected, integrated, modernized solutions.*

*...sacrificing compliance and governance
in the name of innovation."*

Forrester Research



Complexity in management toolsets





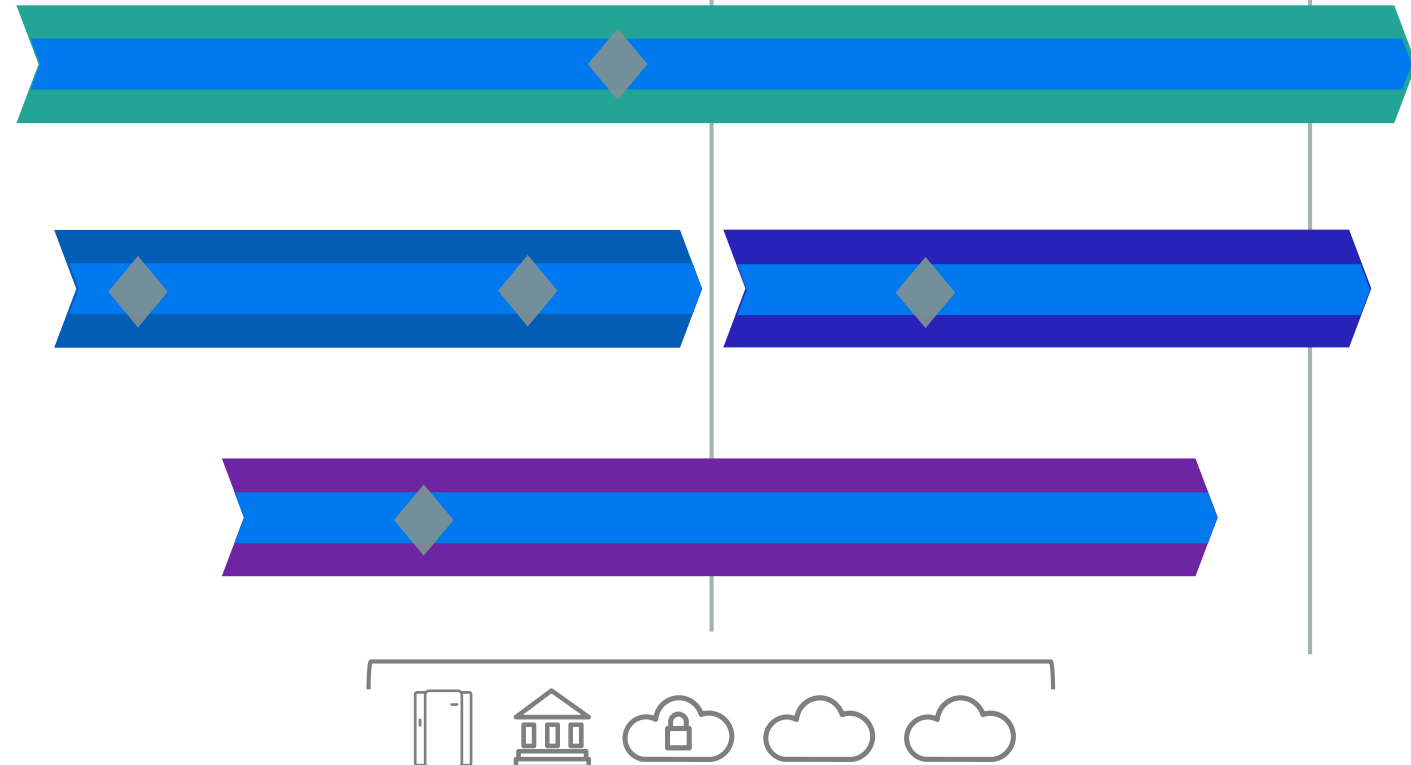
Micro Focus recommends a Connected Services approach

Enterprise DevOps

IT Operations



- 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



Reduce the friction of IT service consumption...

Service Management

...if you can deliver intuitive self-service to business and IT teams



Meet demand at the speed of DevOps...

Service Fulfillment

...if you can empower DevOps teams to use the right deployment models



Bring clarity to problems and resolutions...

Service Assurance

...if you can visualize services end-to-end, applying automation and AI to Ops



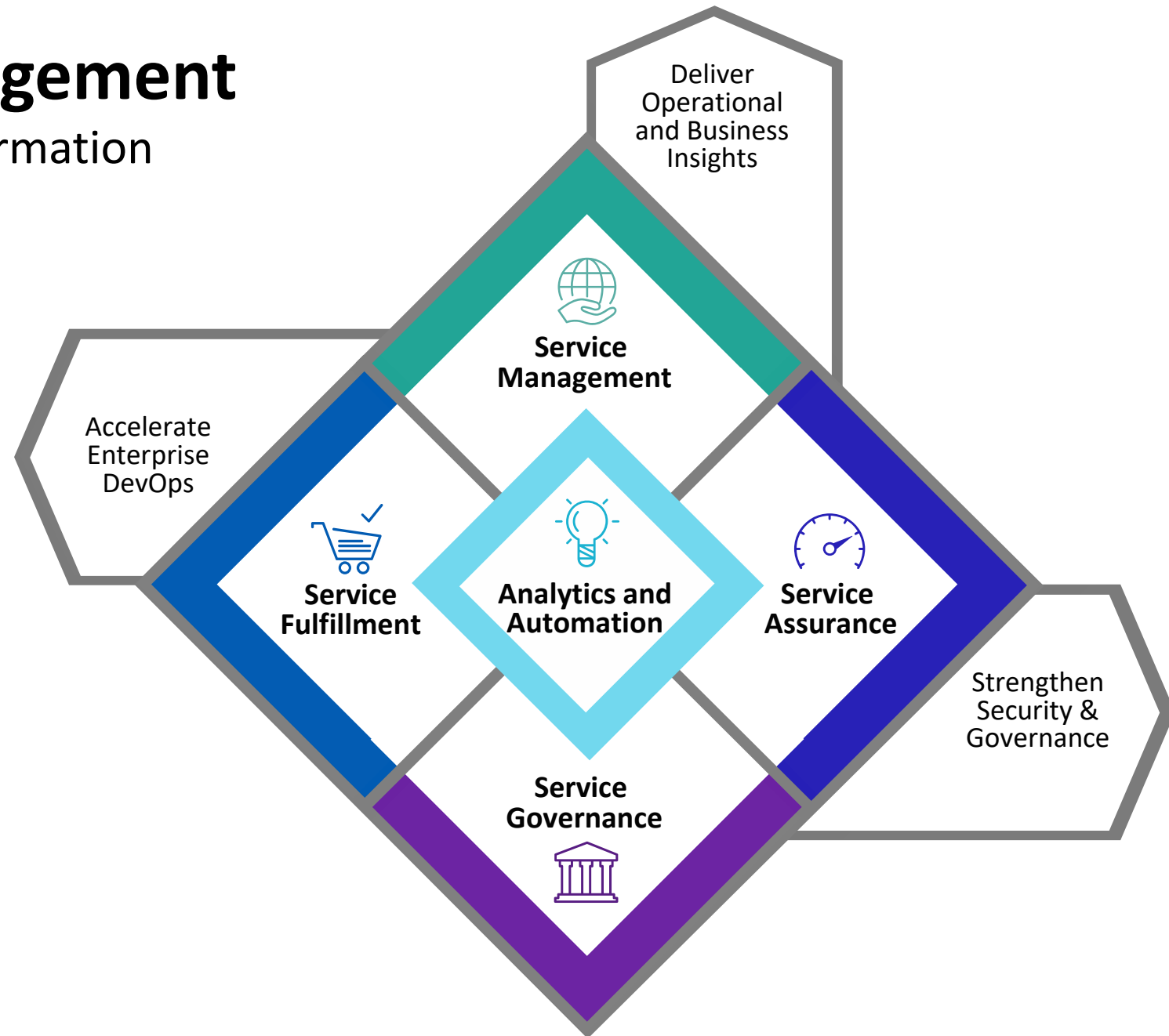
Re-assert the governance role of IT...

Service Governance

...if you can provide consistent patching, backups and cost governance

Hybrid IT Management

Simplify your IT transformation





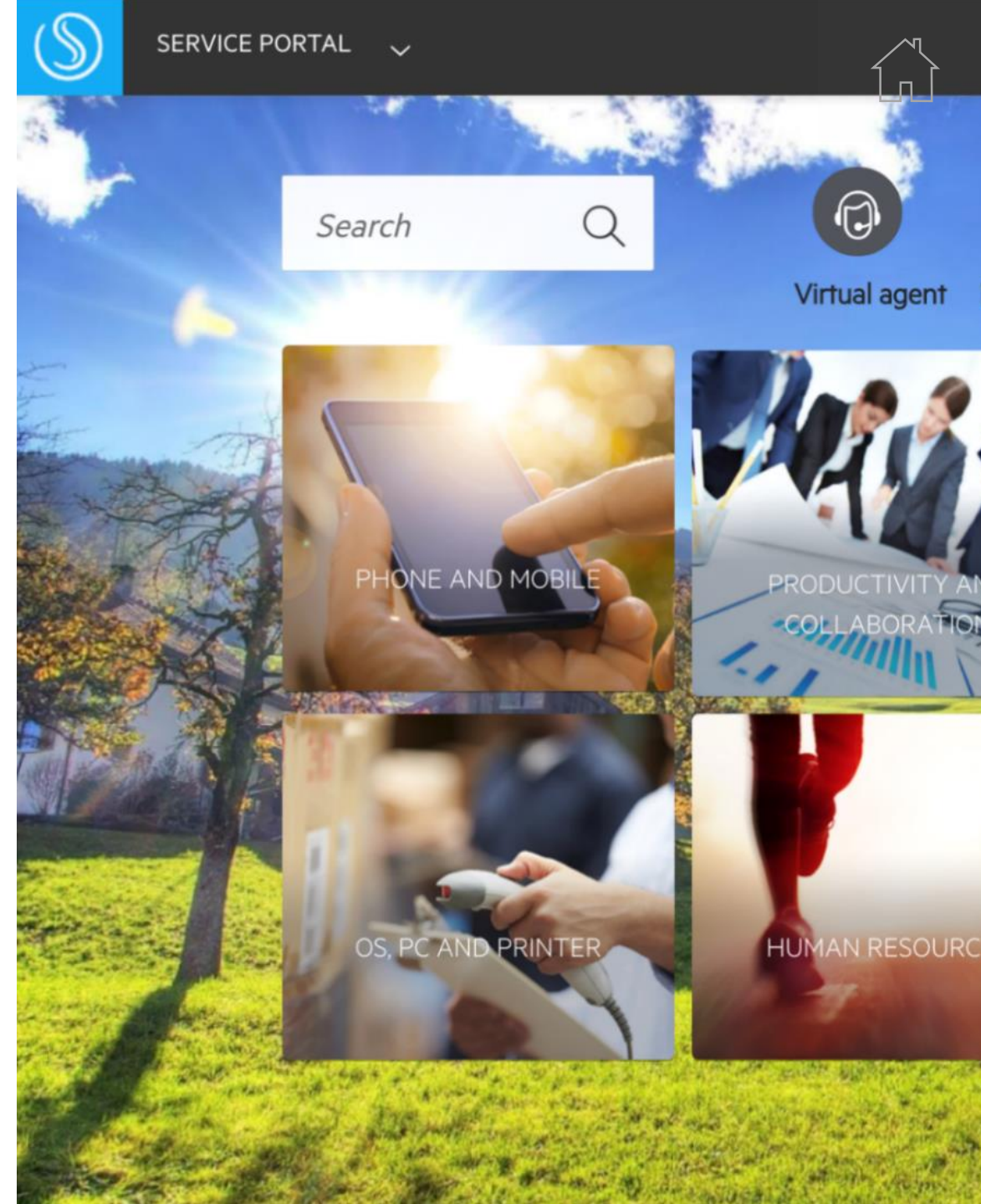
Service Management

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





Capabilities

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

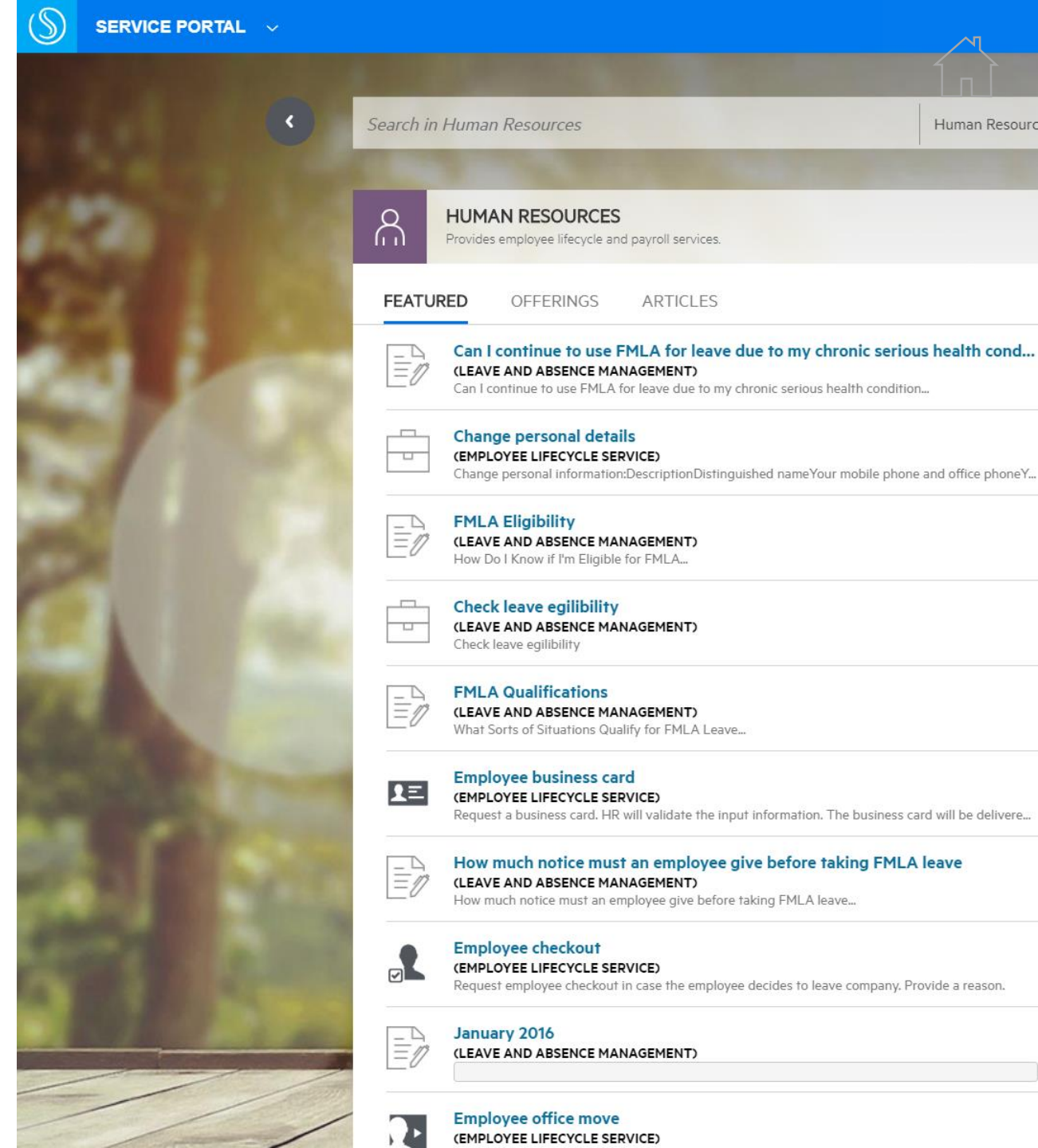


Products

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

Hybrid IT Dashboard

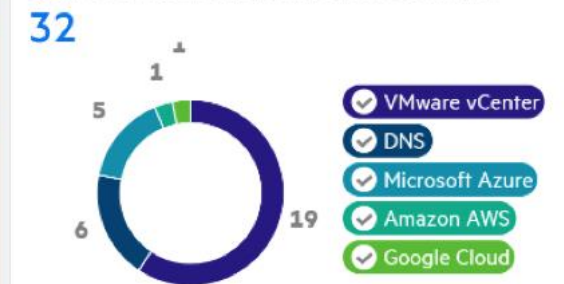


30
Published Offerings

36
Published Sequenced Designs

0
Published Topology Designs

COMPUTE PROVIDER DISTRIBUTION SUMMARY



SUBSCRIPTIONS

122

28

20

10

0

Sep

TOP 10 POPULAR OFFERINGS

Last 24 hours | Last 7 days | Last 30 days
| Last 90 days

- Hybrid Cloud Tomcat Service
9 installs
- Demo 2 : Microsoft Azure Databas...
6 installs
- Hybrid Cloud Tomcat Service
5 installs
- SUSE OpenStack Cloud Offering
5 installs
- Multi-Cloud Service [Azure MySQL...
3 installs
- Compute Monitor and Backup

SUBSCRIPTIONS

30

SERVICE

10



Capabilities

Meet demand at the speed of DevOps

View and track deployed resources
across clouds and datacenters

Preselect and **immediately offer**
the right **public cloud services**

Design and deploy a wide range of hybrid
services using an **adaptive designer**

Common marketplace for cloud
resources with a **streamlined catalog**

Automate deployments and “day two”
actions with a **master orchestrator**

Provision servers with required software
at enterprise scale

Migrate workloads to the cloud
from datacenters and mainframes



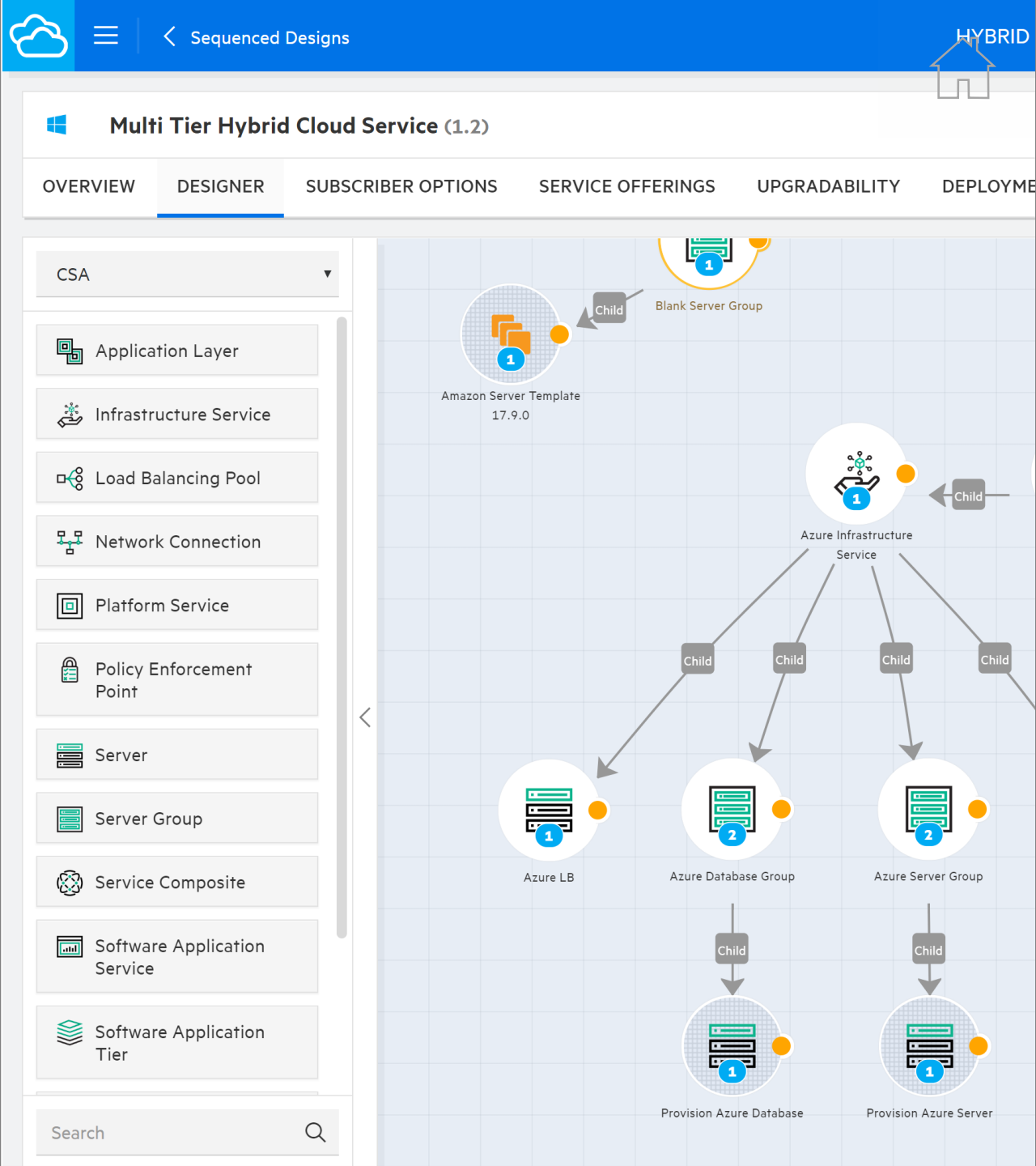
Products

Hybrid Cloud Management

Data Center Automation

Operations Orchestration

PlateSpin &
Mainframe Solutions





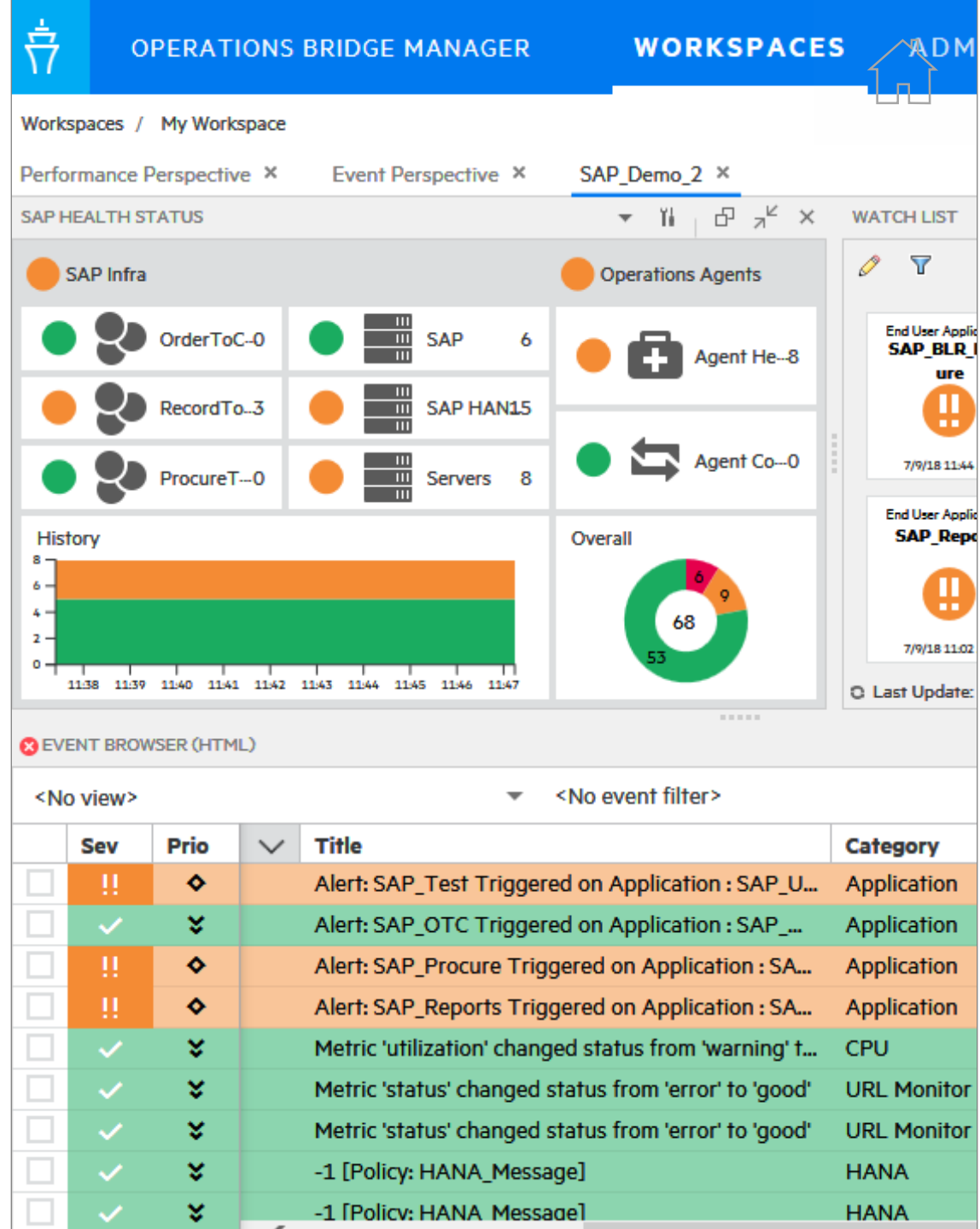
Service Assurance

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**

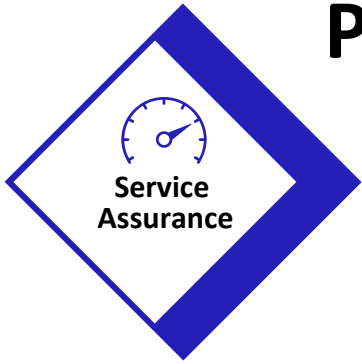
Reduce noise and **consolidate events**

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

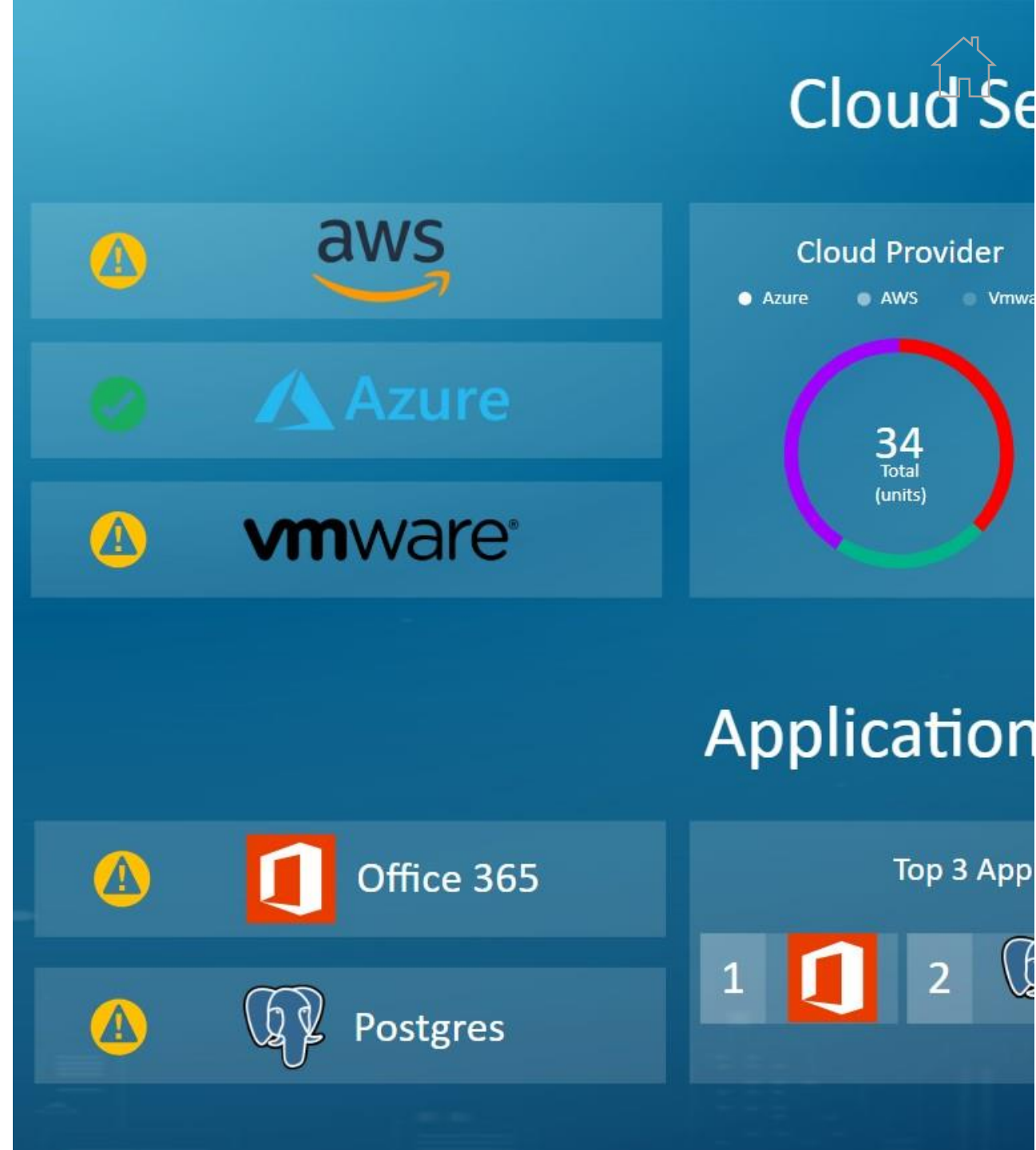


Products

Operations Bridge

Network Operations Management

Operations Orchestration





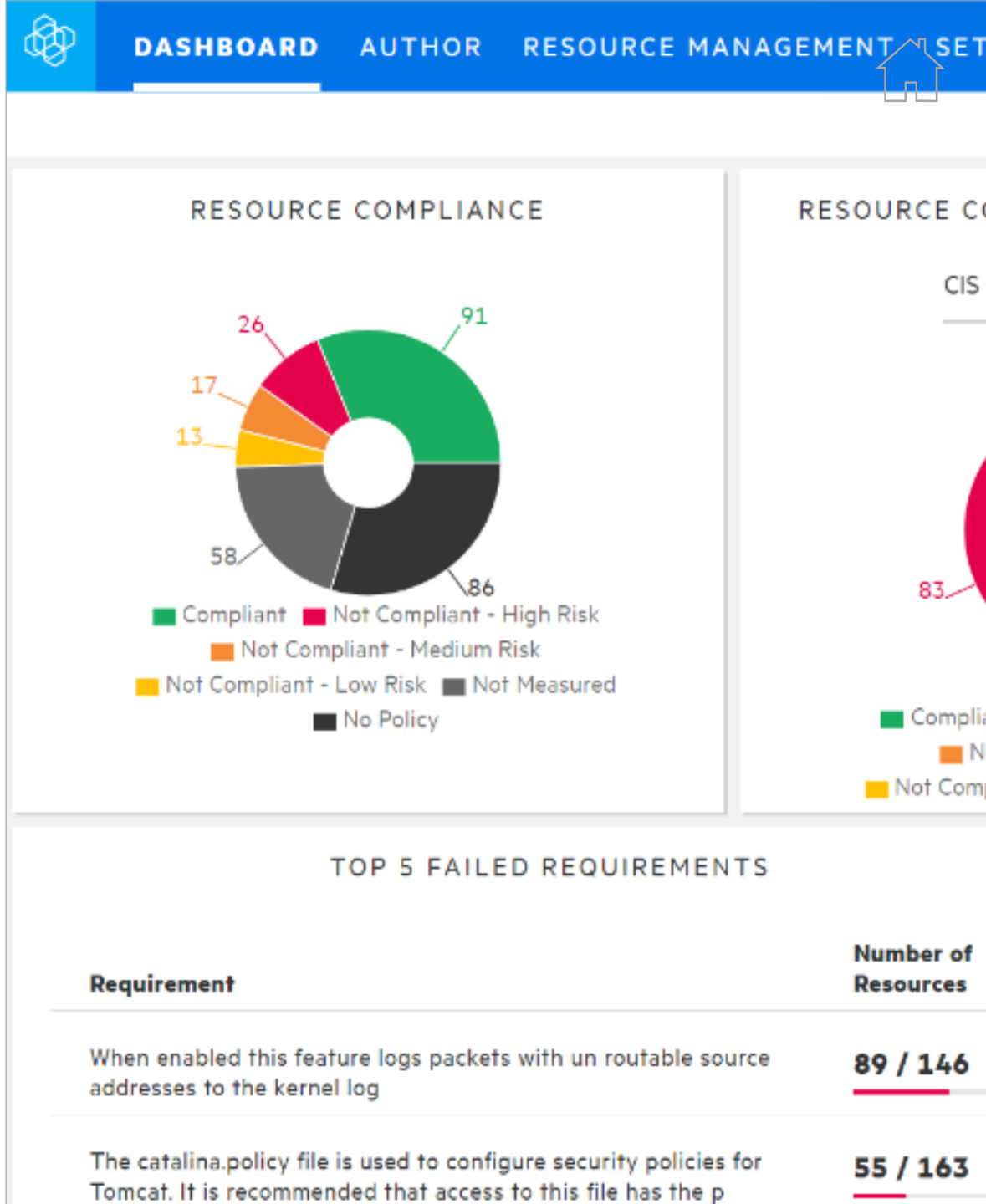
Service Governance

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





Capabilities

Reassert the governance role of IT

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

Capacity and configuration
modeling for effective planning

Policy-based vulnerability management
using **closed-loop remediation automation**

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

DP

Cell Manager: ivrf1119132.agent.test > Dashboard



138

Clients

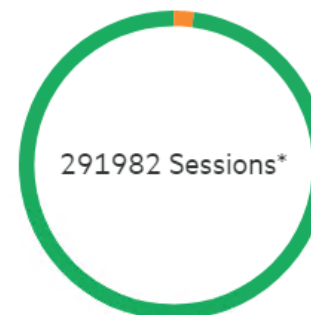


242.39 TB

Total Data Protected

FAVORITES

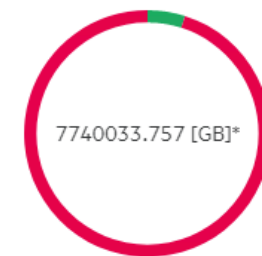
Session Status



*Count for generated report

Data Under Protection

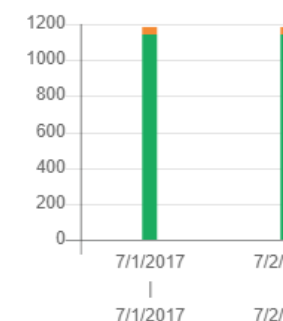
Consolidated



List of Pools



Session Per Time And State





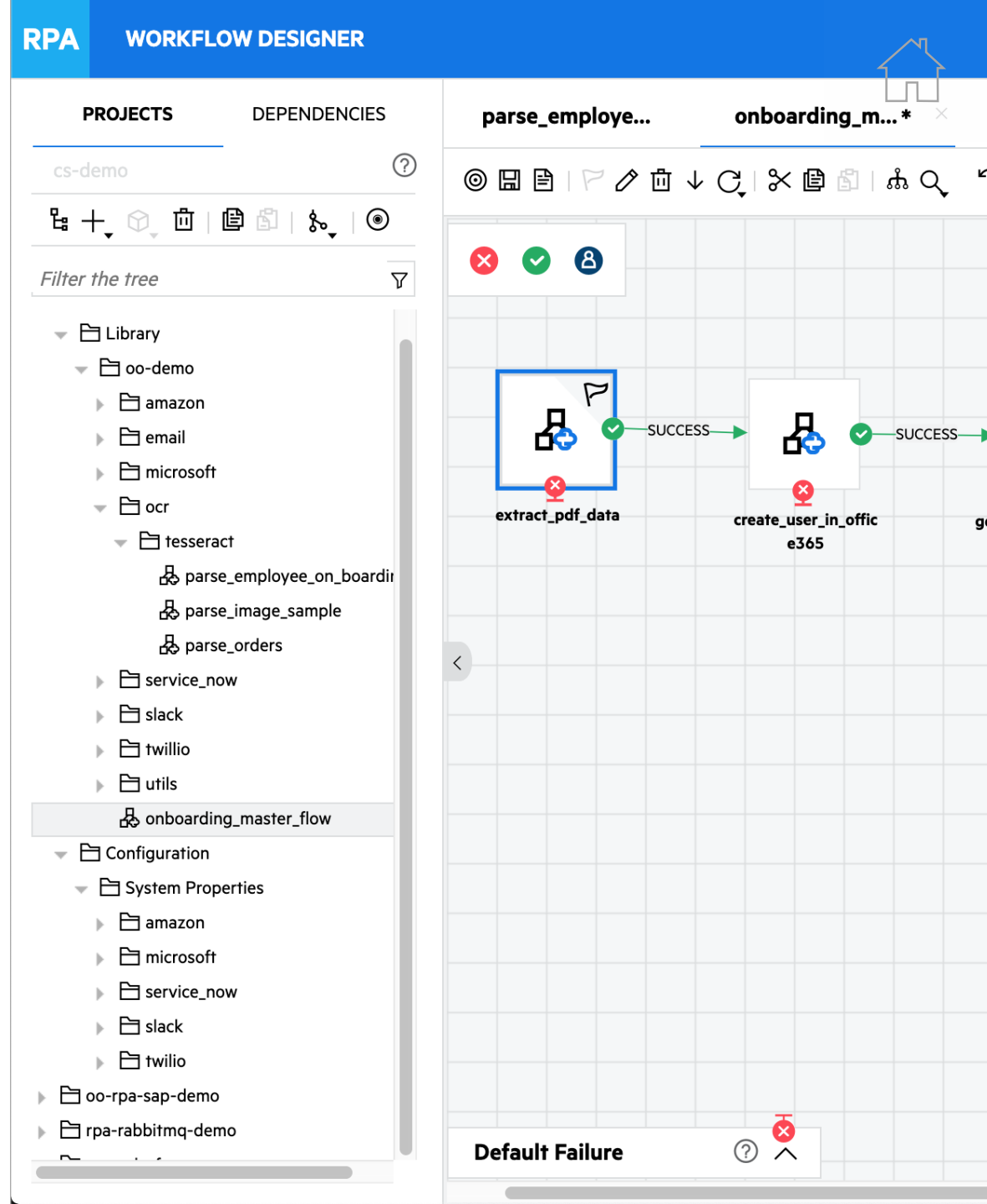
Analytics and Automation

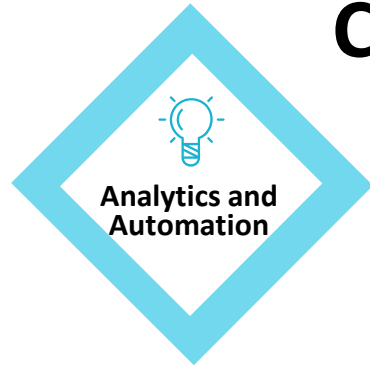
Functional area challenges:

- 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



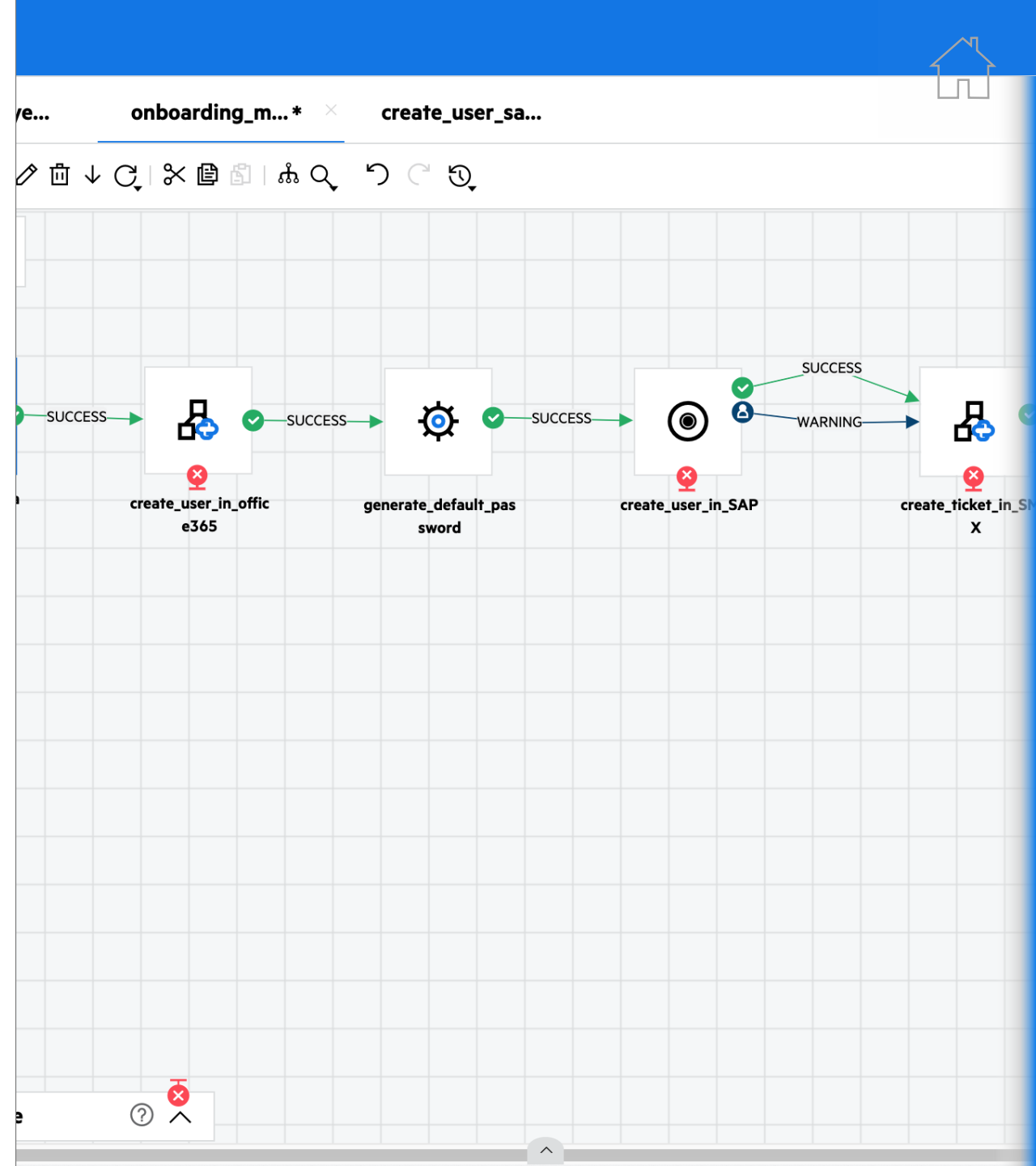
Products

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:

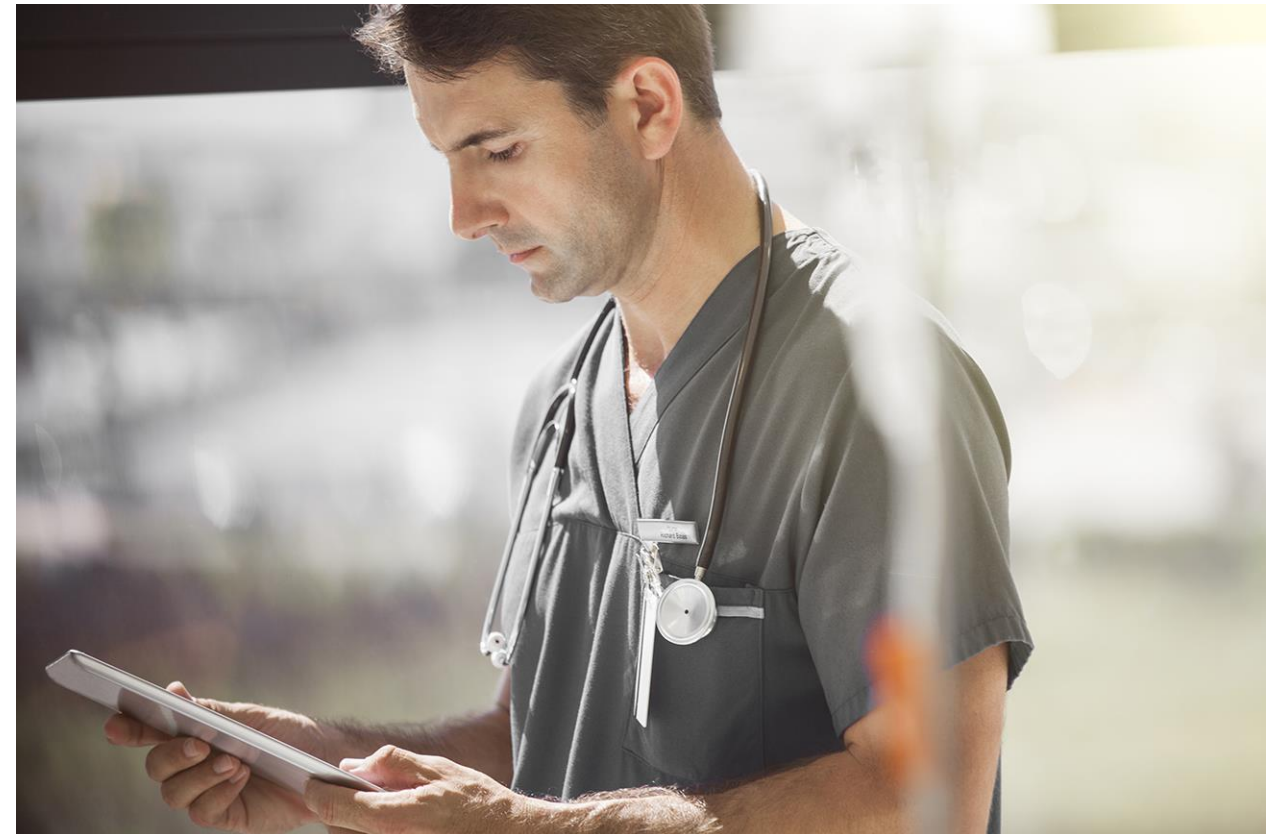
- Best practice-based IT service management
- IT asset management
- Real-time discovery of configuration items including topology

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

BCCSS

BC Clinical and Support Services





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: **accenture**

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:

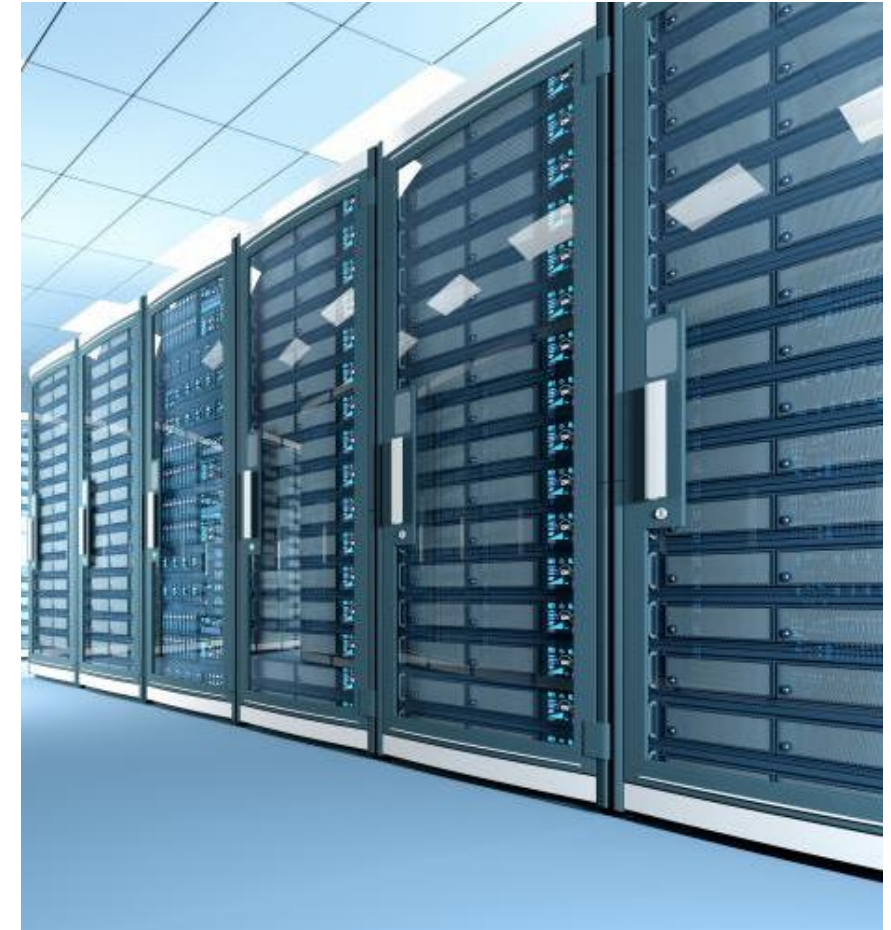
- Operate more than 400 systems to support the Danish government
- Transform to accommodate 50% increase in client workload with the current staff complement
- Ensure optimal service levels for one million workers counting on Denmark's public sector systems

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

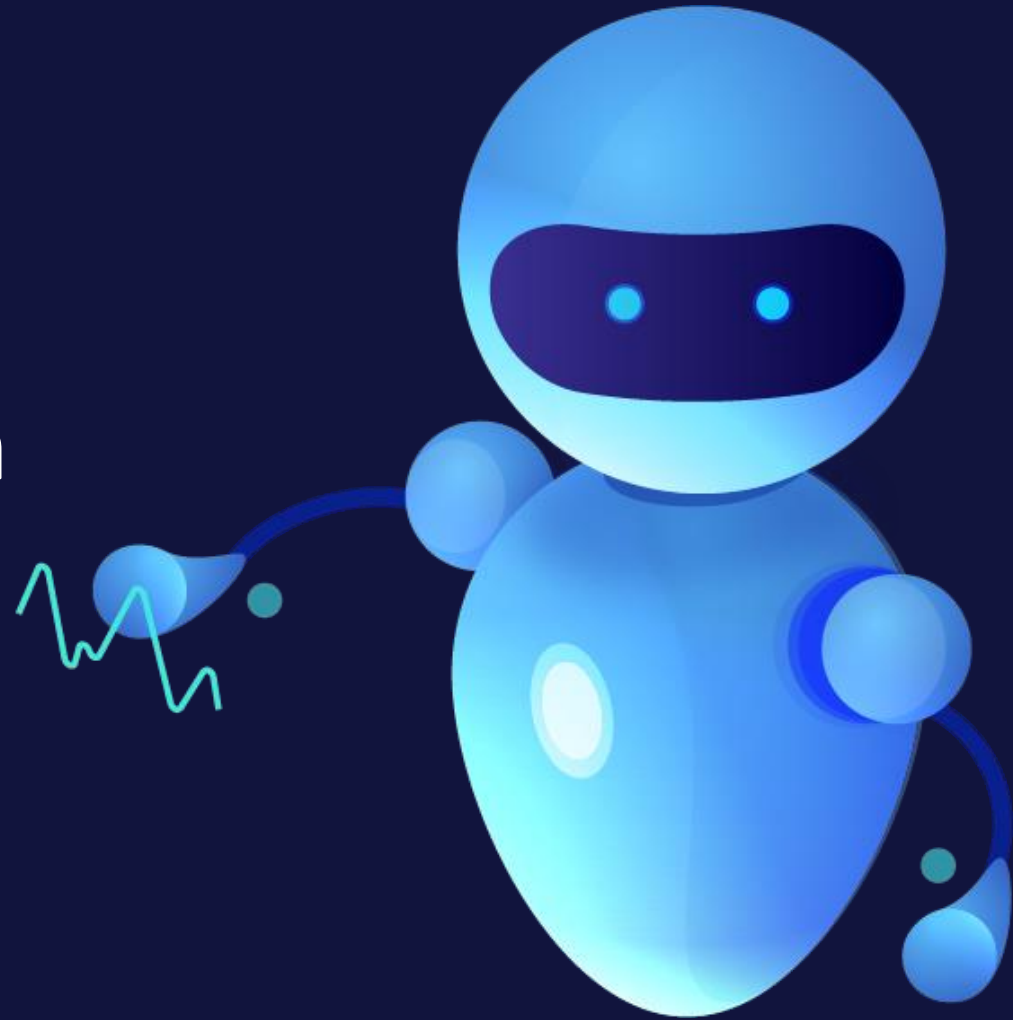


And the list goes on...

Robotic Process Automation (RPA) uses software robots that mimic UI-based human actions to automate everyday tasks.

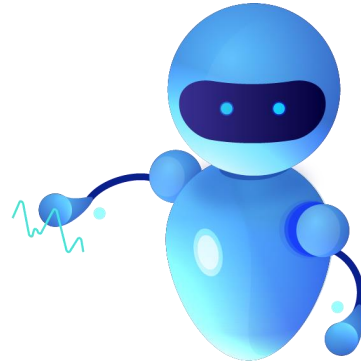
With RPA:

- 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...

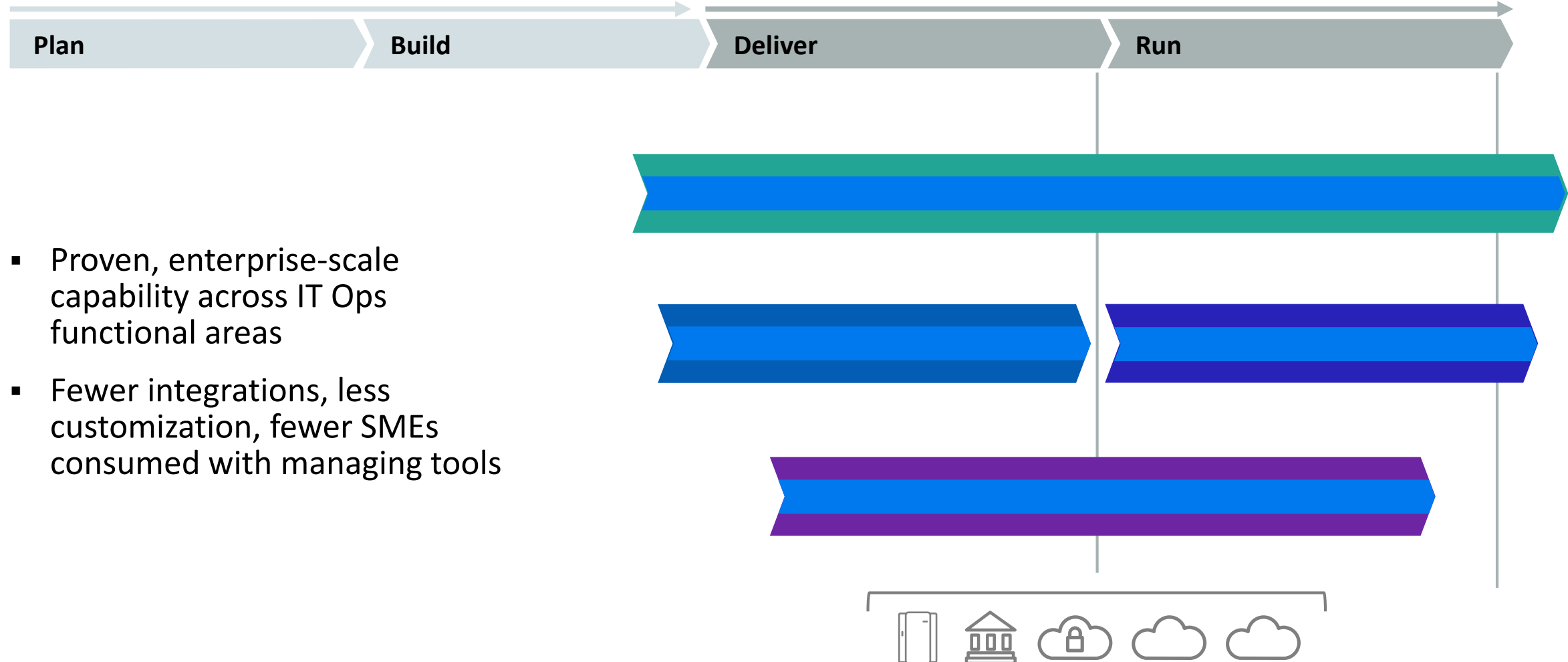
- Reduce network device info collection time by 30%
- Patch 15k+ services in 4 hours by 2 staff
- 100% coverage for production system patching and compliance



Connected Service Approach from Micro Focus

Enterprise DevOps

IT Operations



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



Hybrid IT
Management

