

**Hewlett Packard
Enterprise**



**See how Service Anywhere
continues to evolve in the
March 2016 Release!**

A grayscale image of a hand holding a blue, translucent globe. The globe shows a map of the world with a grid of latitude and longitude lines. A curved arc of text in magenta and blue arches over the globe.

YOUR INDEPENDENT HPE SOFTWARE COMMUNITY

**See How Service Anywhere Continues to Evolve in the March
2016 Release!**
March 31, 2016

Brought to you by



**Hewlett Packard
Enterprise**



Hosted By



Robbie Clay- Ament
Configuration Management SIG Leader
HPE Service Management SIG Leader



Today's Speakers



Kash Noorani
Senior Product Manager
Hewlett Packard



Mark Bradley
Product Manager
Hewlett Packard Enterprise



Housekeeping

- This “LIVE” session is being recorded
Recordings are available to all Vivit members
- Session Q&A:
Please type questions in the Questions Pane



Webinar Control Panel

Toggle View Window between
Full screen/window mode.

Questions



Agenda

- Introductions
- Service Anywhere delivers great things in March 2016
- Demo
- Q&A

IT service management is changing...

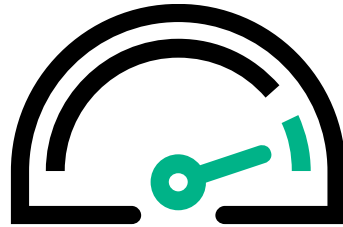
Challenging budgets, emerging trends, new stakeholders, and growing complexity



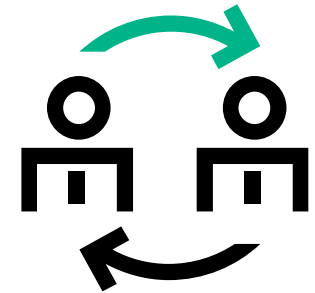
IT service management imperatives



**Reduce
Cost of IT**



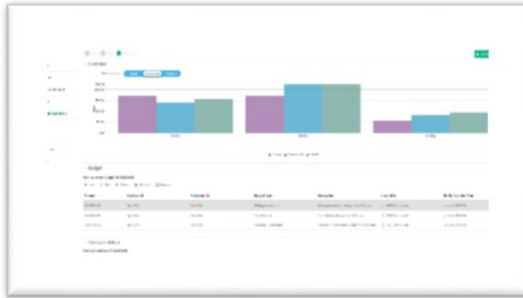
**Improve Speed &
Responsiveness**



**Improve User
Experience**

Service Anywhere March 2016 Highlights

Project & Program Management



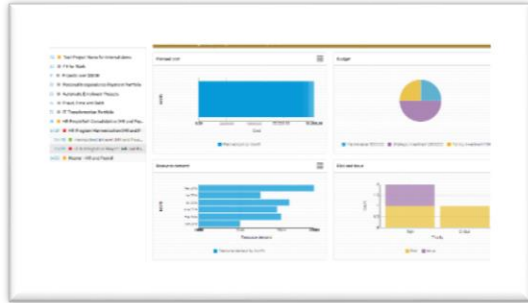
On the fly language translation



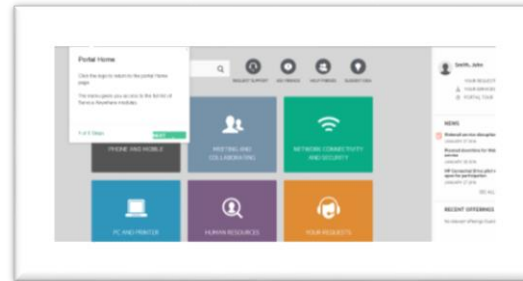
Shared Service & Managed Service Provider

The screenshot shows a dashboard for shared services. It features a table with columns for request ID, status, priority, and other details. Below the table, there are several summary cards or widgets displaying key metrics such as the number of requests, their status distribution, and other performance indicators.

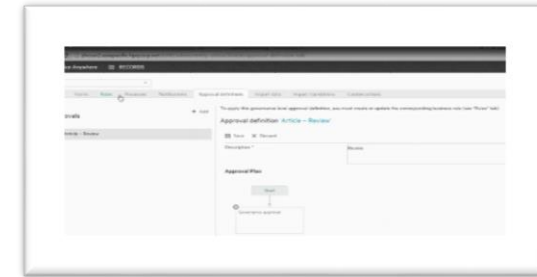
Codeless Configuration Tooling



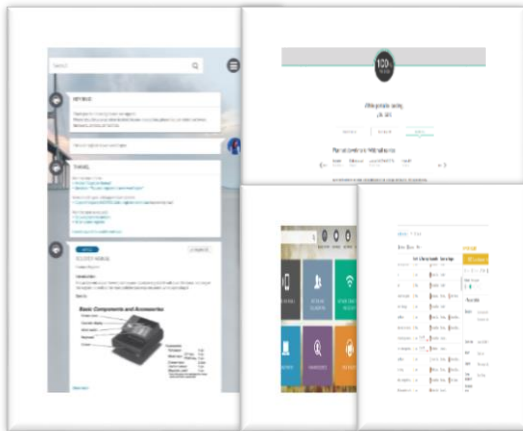
Self-service Tour



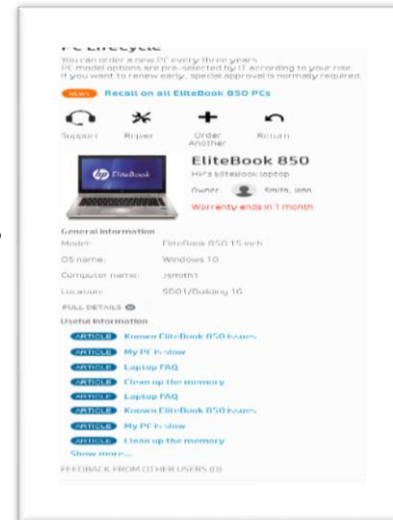
Knowledge Management Enhancements



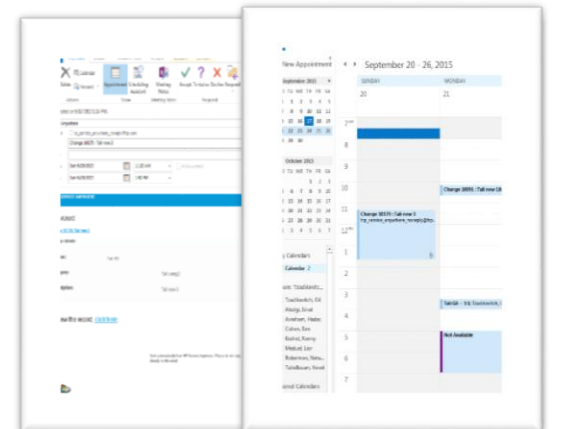
UI – Re-branding & Interface Polish



Subscriptions



Calendar Integration

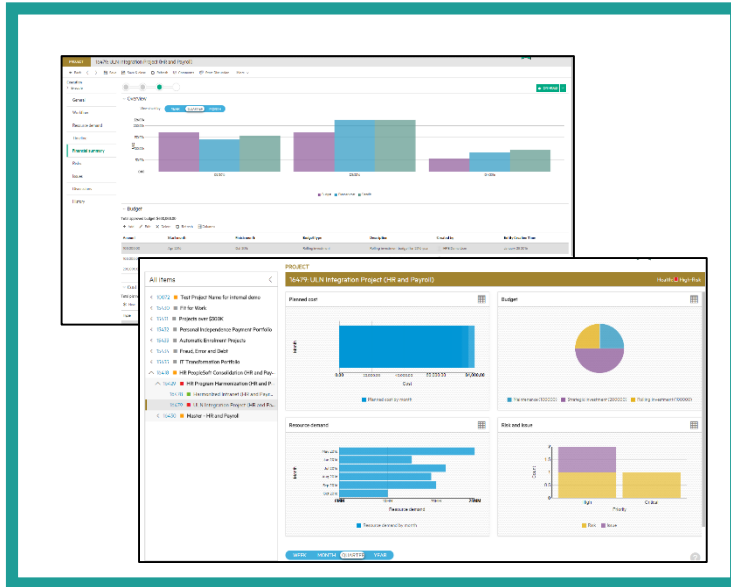




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SAW Demo

IT Agility



- Project & Program Management to manage operational work
- Knowledge Management models streamline article creation
- Codeless Configuration tooling to manage changes and updates

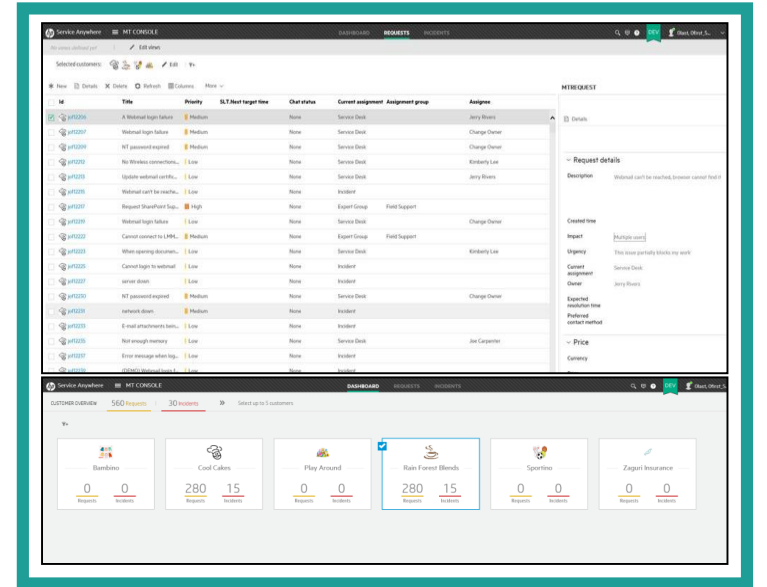
On the fly translation

The screenshot shows an 'INTERACTION HISTORY (1)' window. It contains a user comment in Spanish: '2015 Global Wellness Challenge活动已于6月14日落下帷幕。今年惠普中国有3665名员工注册参与了Global Wellness Challenge的活动,其中3364名员工坚持完成了8周的锻炼并有权得到125 Recognition points.如果您是其中的一员,您还会收到China Wellness Team送上的完成奖品。如果您分享更多,您还会收到China Wellness Team送上的完成奖品。微信分享更可将奖品升级。微信分享的收集工作将于本周结束。' Below this, there's an English translation: '2015 Global Wellness Challenge activities have on June 14 adjourned. Hewlett-Packard this year, China had 3,665 employees registered to participate in the activities of the Global Wellness Challenge, where 3,364 employees adhere to the completion of eight weeks of exercise and the right to receive 125 Recognition points. If you are one of them, you will receive the China Wellness Team brought to completion prizes, micro-channel sharing more prizes may be upgraded. Share the collection of micro-channel will be completed this week.' The interface also includes a 'User comment' section, a 'Solves the issue?' button, and a 'Translate' button. At the bottom, there's a diagram showing 'Self Service Users' interacting with 'Service Anywhere' (Connected intelligence) to resolve a 'Ticket 123' (Source Description (Spanish): Necesito Ayuda / Translation: I need help!).

Enable effective support of a global customer base through automatic translation of:

- Self-Service / Agent interactions
- Q & A forum entries
- Knowledge articles
- On-the-fly knowledge translation for global service desks

Shared & Managed Provider



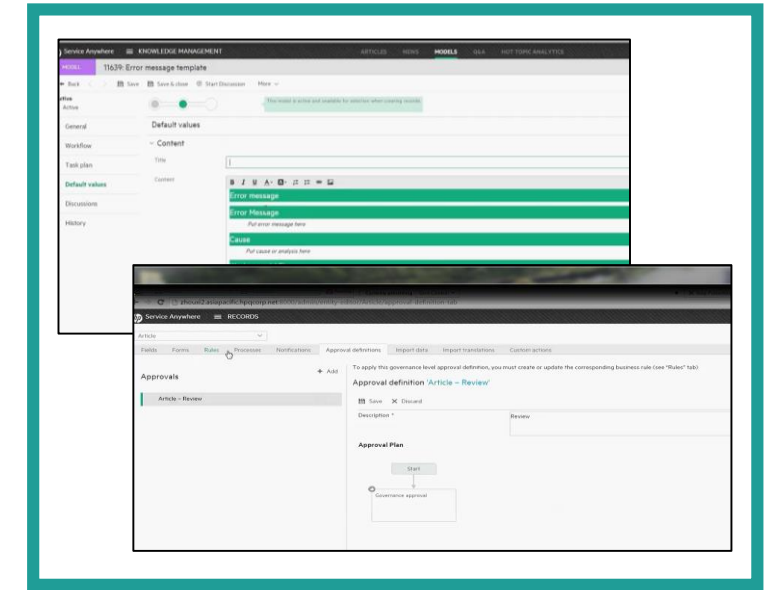
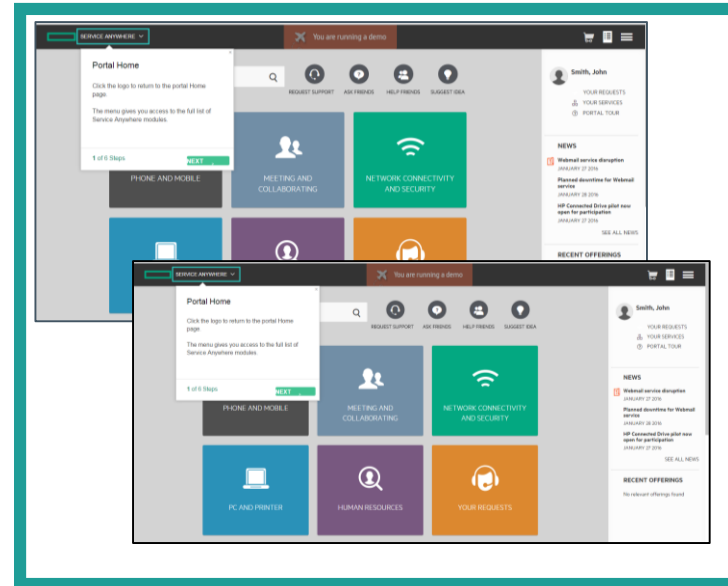
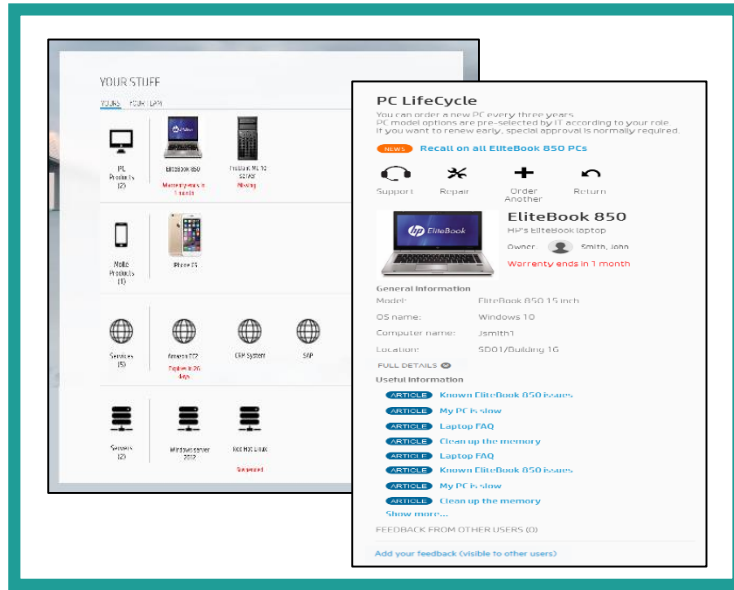
- Shared service tenant aggregates requests and incidents across tenants, facilitating the work of shared services and managed service providers
- Requires a new MSP license

Smart & Personalized Portal

Self-service Tour

Knowledge Management

Innovation



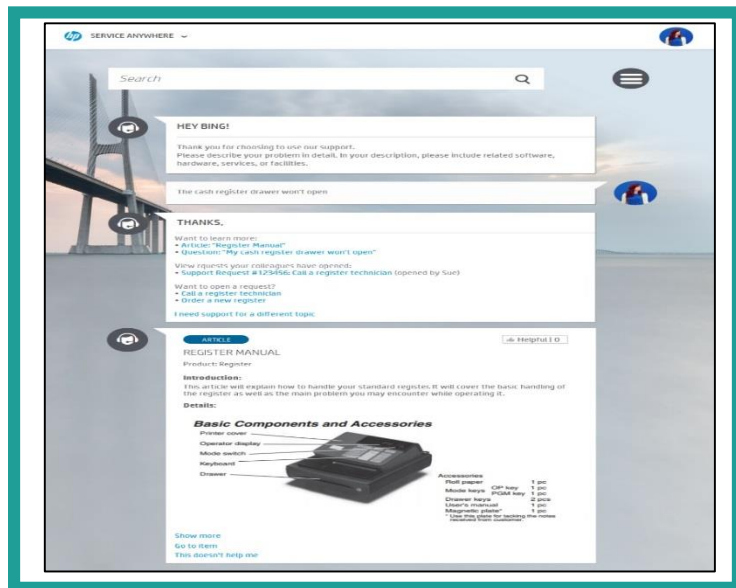
- “Subscriptions” and “My Assets” to better track related services
- Auto-translation to better leverage knowledge

- Highlights key navigation features of the portal to first time users
- Automatically shown to first time users (but can be switched off per tenant)
- Can be launched manually by the user (but option can be hidden per tenant)

- Article localization
- Article and News Models
- KM Process Approvals
- ITIL data model requirements
- API and Business Rule Manipulation of Content

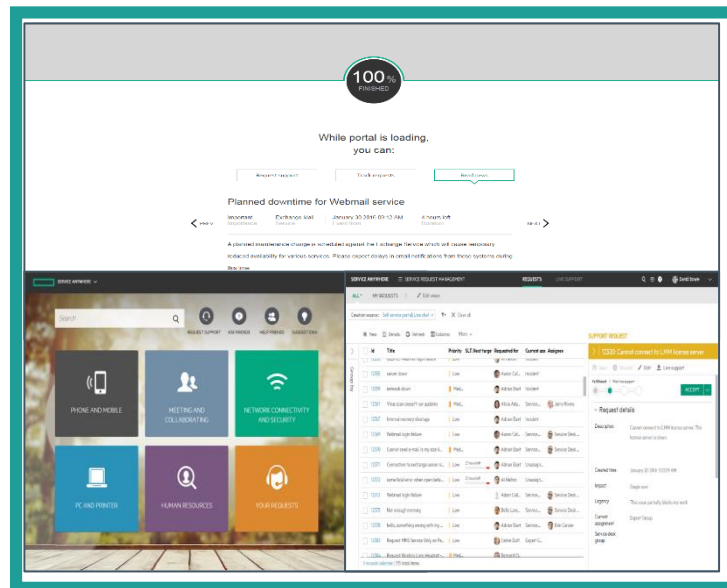
Description

Smart & Personalized Portal



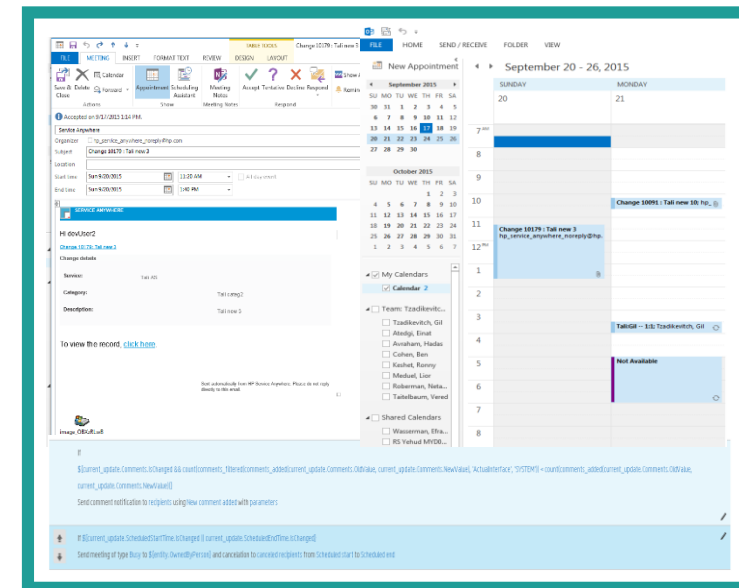
- Robo-Chat
- Public Requesting
- Q&A
- New Links on Landing Page
- Search
- New Landing Page Links

Self-service Tour



- Interim screen provides users with interactive initial interface
- Will be enabled by default, but can be turned off by tenant setting

Knowledge Management



- New Change management business rule generates calendar events that can be sent as attachments in notifications.

Service Anywhere delivered great things in March!



Shared Service Transformation

Expanded opportunities for CIT/LOB and MSP plays



Expanded Self-Sufficient Portal Leadership

Personalized information, smarter automatic flows



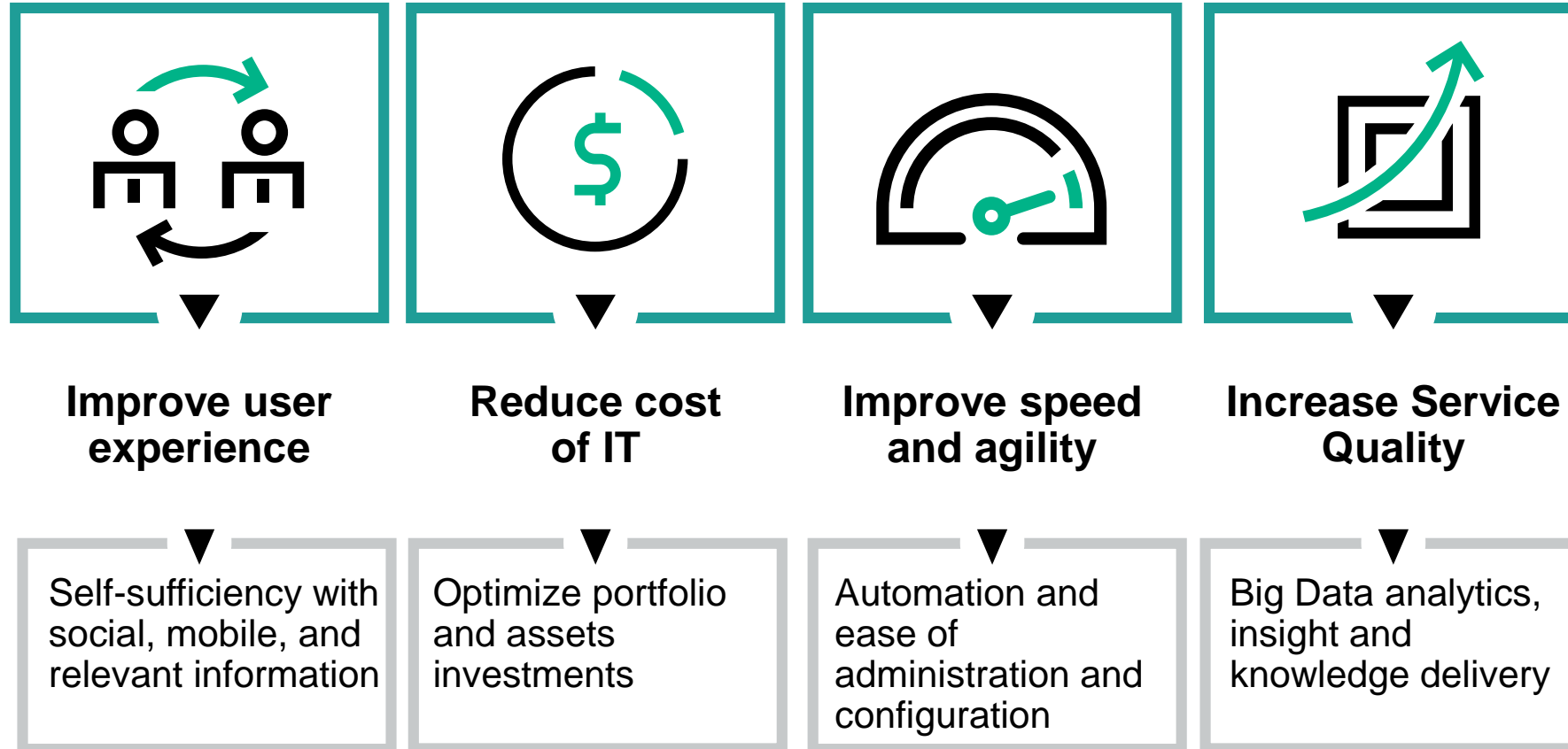
Application depth and agility

From Project Management to Standardized Knowledge ...
From Codeless Configuration to continuous UX improvements

Embrace the new changes and let's win together!

Innovation investments

Transformation to the digital enterprise





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Questions?



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Where have we done it before?

Validated Customer Proof Points

