

Optimize the Delivery of Applications and Services to Employees

OpenText™ Cloud Service Brokerage and BPaaS for the Enterprise

There's a simple reason why it costs so much to deliver essential business applications and services to your employees: Disconnected enterprise systems and disjointed manual processes make it hard to efficiently service individual employees across the enterprise, driving up time and costs.

Using Open Text Cloud Service Brokerage and BPaaS (Business Process as a Service), enterprises can optimize service delivery to substantially cut costs. With OpenText, you can create, administer, and deliver apps and services through the cloud and on premise with maximum efficiency. The solution combines a single, secure platform to centrally manage your catalog and user access with proven OpenText Business Process Management (BPM) technology. Using rule-driven processes to automate the management of complex catalogs, OpenText can help you rapidly provision apps and services to each employee, effectively control access, and drive service delivery costs to the lowest possible level.

The Business Issue

Isolated systems, rigid processes, and inefficient tools are driving up time and costs involved in delivering essential applications and services to employees. What enterprises need is a rapid, cost-efficient, and controlled way to deliver apps and services on the cloud and on premise.

TOP FIVE BENEFITS

Streamline the service delivery process:

OpenText orchestrates and automates the entire process, from creating the catalog and setting up users to delivering the right apps and services and coordinating all back-end functions.

Reduce servicing costs: Multi-tenancy reduces costs and complexity by supporting global operations within a single, industry-grade secure platform.

Rapidly deliver apps and services:

Flexible tools make it easy to configure the cloud catalog and offerings to your exact needs across employees, divisions, and geographies.

Leverage existing technology: Technology agnostic platform means you can provision anything, anywhere with the solution's ability to easily integrate and orchestrate across any type of system, software, and device, such as mobile phones.

Gain visibility into actual expenditures:

Automatic metering provides visibility into actual consumption of apps and services, enabling accurate budgeting and cross-charging.

"OpenText was the only tool we looked at that enabled us to do all of the elements we needed and connect to all of the systems in the back end...so that we could deliver end-to-end automation processes. Since then, we've taken it even further to provide automation of underlying business structures."

TIM PATRICK-SMITH, GROUP CIO, GETRONICS

Key capabilities and benefits

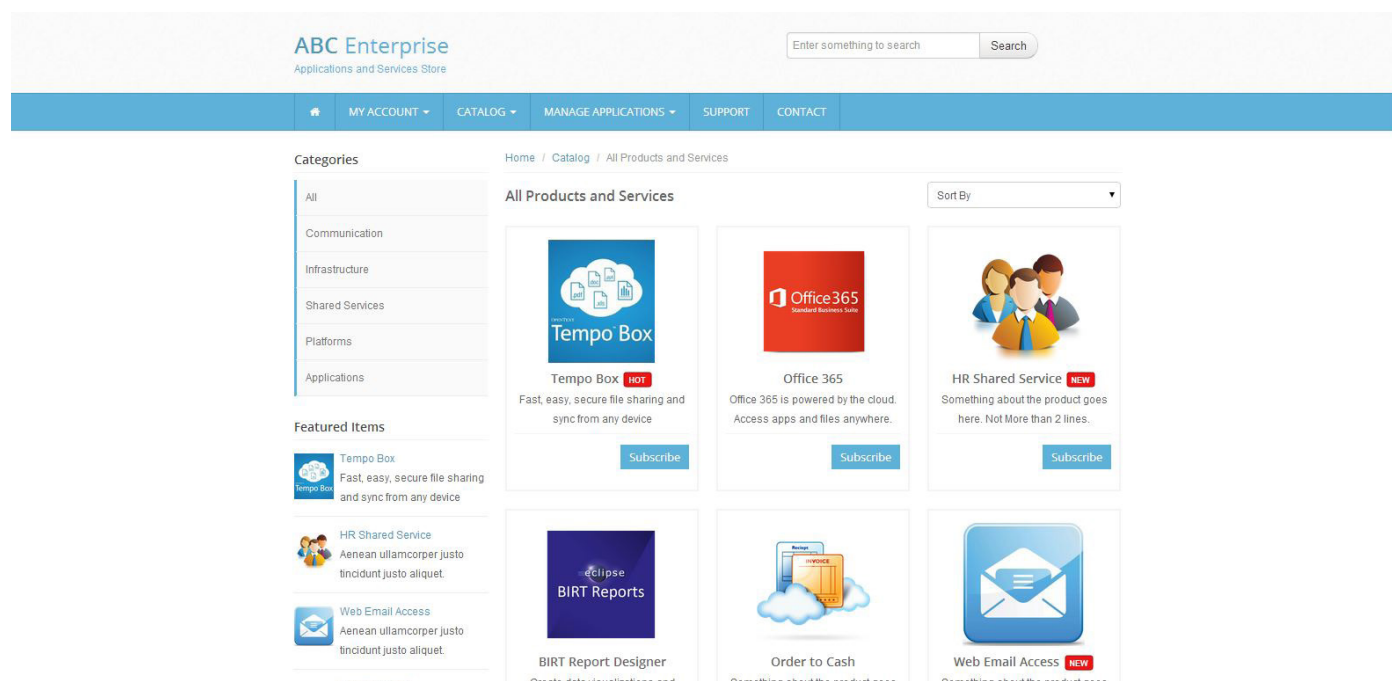
Optimize Catalog Management

- Simplified management—Single platform provides a one-stop shop for creating, administering, and provisioning all apps, eliminating the need to maintain multiple catalogs in multiple systems and locations.
- Rapid catalog customization—Pre-built, easily modified configurator and configuration web services let you selectively bundle applications and services and build your catalog to your exact needs.
- Self-service portal—Easily configured portal gives employees access to all the tools and processes needed to maximize adoption of cloud-based apps and services.
- Open architecture—Easy extension to existing investments leverages current technology, such as profile management and partner systems in streamlined provisioning.
- Simplify and Streamline Service Delivery
- Automated bundle decomposition—Intelligent processes automatically decompose bundled apps, such as development environments, ensuring delivery in the right order where dependencies exist.
- End-to-end fulfillment—Cross-system orchestration across internal and external systems enables straight-through processing, with OpenText brokering delivery of the right components from every system.

- Leverage the Cloud Quickly but with Control
- Secure multi-tenancy—Single platform enables common core services to be shared, while supporting the specialized apps and services required for each division, location, or employee.
- Role-based access—Configurable desktops control access and usage by product, process, employee, environment, application, and transaction.
- Unified security—Support for single sign-on simplifies user experience while minimizing access points.
- Multi-level visibility—Single platform delivers complete transparency into the usage chain from the app store through multiple organizations and divisions to the end user.
- Automated validation and exception management—Flexible business rules use real-time data for validation during provisioning, such as checking the employee's onboarding status or notifying a supervisor of a problem when an employee attempts to use a service.

Why OpenText

The Cloud Service Brokerage and BPaaS solution delivers a single platform for efficiently managing cloud-based apps catalogs and streamlining provisioning from end-to-end. Leveraging intelligent BPM from OpenText, business people are empowered to rapidly create, manage and control cloud-based provisioning processes that simplify delivery of essential apps to every employee.



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