HP Software Professional Services
Cloud Consulting Services

Solution Brief

Expert consulting services enabling IT to source, secure, and govern cloud services as part of a multi-channel service provider strategy

Cloud computing is a powerful new paradigm for delivering and consuming technology-enabled business services. Because it promises to increase speed, flexibility, and scalability – and reduce overhead costs at the same time – many businesses are considering cloud computing as a way of leveraging existing global-class enterprise software, application platforms, and computing resources such as servers and storage.

It can give businesses:

- New choices in how they obtain IT services that allow them to dynamically right-size and increase agility

- New access to technology that was out of reach because of cost and complexity

- New ways to engage customers, enter new markets and rapidly expand available offerings

Harnessing Cloud in your service strategy

Cloud is new, but not completely. It is a newly emerging service delivery paradigm that can be harnessed to deliver better business outcomes. Many HP customers are already working on service sourcing through various on- or off-premises models such as outsourcing or software-as-a-service. Customers are looking to optimize service delivery across multiple models as they may have one, or a combination of said models, in place today.

Enterprises are likely to have multiple models to source and deliver services summarized as:

- In-house development and delivery of business services from internal IT to internal consumers

- Managed or hosted services delivered off-premise by an outsourcing provider through a dedicated or shared infrastructure

- Services sourced as needed from a cloud provider or software-as-a-service

Understanding the service sourcing landscape is important to determining the correct service strategy. Customers should identify key elements influencing business outcomes, whether the service is delivered in-house or through an external provider.

- Can you control your services and information?

- Do you have visibility to services delivered externally?

- Do externally provided services fit your governance model?

- How do you provide service levels that meet business requirements for scalability, availability, security and response time?

- Can you meet compliance requirements with services delivered internally and externally?

- How do you support and manage a multi-source environment optimally?

This is where the help of a services organization that understands the challenges of optimizing your service provider strategy and taking it to the next level is critical.

Cloud Consulting from HP Software Professional Services

Driving business outcomes is about a sound service strategy and getting the right fundamentals to optimize service delivery across multiple channels – whether internal, external, or hybrid. Our approach is to focus on your service sourcing and delivery strategy and design and implement the right infrastructure for service delivery and management. We see several opportunities in the cloud computing space for IT organizations to explore:

- Defining service strategy, developing service definitions, optimizing management, and improving integration with existing processes

- Designing and implementing foundation services for rigorous on demand testing of internally and/ or externally provided services

- Designing and implementing of infrastructure-as-a-service delivered externally and/or internally, enabling a private cloud solution

Service management services
HP service management consulting services develop the right multi-channel service delivery strategy. We help customers clearly define their current service offerings and determine the appropriate delivery channels. Service management consulting helps customers design, manage, and govern business and IT services across multiple delivery channels to ensure service levels are met.

Strong service portfolio management provides visibility of services across all service sources, including those from external cloud providers. We make sure your governance model incorporates new service sources, ensuring compliance to mitigate risk. Our consultants help design process controls to guarantee service levels and develop a service catalog to advertise service availability. We also manage business services to deliver service-level performance and availability.

BTO Services for Infrastructure-as-a-service
Defining and deploying an available, scalable, and secure infrastructure is critical for in-house and external service providers. HP provides a highly resilient, on-demand computing infrastructure that enables enterprises to employ computing resources in the quantities and durations dictated by their business. We design and implement the infrastructure to be delivered as a service. This helps customers deploy capacity on demand, automate provisioning, and ensure service availability.

Our BTO Services combine select HP Software Professional Services with HP BTO Software software products, such as Business Service Automation or Business Service Management, to automate the management of business services across physical and virtual clients, servers, networks, and storage. We design and deploy automation services enabling customers to build out secure, highly available services, as well as manage services as they are provided and consumed in the cloud via infrastructure-as-a-service.

Testing services
HP provides quality, performance, and security testing services to help customers prepare, verify, and validate that application services are ready for in-house or external deployment. This includes ensuring Agile-developed services are ready for scalable and flexible service delivery.

HP Testing Services design and implement a rigorous testing platform available on-demand internally and externally. Our service capability leverages our complete testing-as-a-service solution portfolio of managed testing, Center of Excellence, SaaS, and HP Software to deliver a testing solution that meets demand from internal or external deployment.

Get started by learning more through the Cloud Discovery Workshop

HP understands that there is confusion among IT professionals about cloud and how it relates to service strategy. HP offers a Cloud Discovery Workshop for customers who want to learn more about cloud, service sourcing strategies, and considerations for decision-making. During this interactive, half-day workshop, we will cover:

- Education on the cloud – an overview on Cloud computing and common questions

- How the cloud and cloud computing fits as part of a service provider strategy (including outsourcing, software-as-a-service, and other delivery models) and how to optimize services as a service consumer

- Promises, myths and risks – what is possible and what are the real challenges to business value

- Implications and benefits of the cloud and cloud computing as part of your service sourcing strategy

- A roadmap and prescriptive recommendations for how to leverage the cloud and computing as part of your service delivery strategy

Why HP

Only HP provides solutions that focus on management, testing, and an infrastructure foundation for your service delivery strategy. HP Software Professional Services helps optimize sourcing investments, deliver services quickly while meeting service levels, and align business and IT. Our service management and technology thought leadership, intellectual property, and HP BTO software provide the confidence you need to optimize the cloud to deliver business outcomes. Besides our solution consulting services, we also leverage the broader HP ecosystem including:

- Software-as-a-service – HP Cloud Assure provides a comprehensive, turnkey solution, consisting of HP software, services, and expertise. Cloud Assure leverages HP's industry-leading portfolio, covering security, performance, and availability while delivering on industry-leading service-level agreements for software-as-a-service.

- HP BTO Software management and automation tools help IT organizations manage and govern a hybrid services environment including cloud and traditional technology enabled-services.

For more information

Please contact your HP representative today to learn more about how HP Software Professional Services can help you with your cloud solutions.

Learn more at
www.hp.com/go/cloudconsultingprofessionalservices

Technology for better business outcomes

To learn more, visit www.hp.com/go/cloudconsultingprofessionalservices