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IBM Tivoli Service Automation Manager

With IBM Tivoli Service Automation Manager users are enabled to request, deploy, monitor and manage cloud service environments. IT can respond more swiftly to demands for resources and application middleware deployments. This is also valuable to customers who have provisioning tools and processes in place but need to automate processes. Also for customers who want to provide self-service or request driven provisioning, including scheduled and automated de-provisioning to cloud service consumers. Automation reduces the time required to deploy and manage a cloud computing environment, as well as significantly reduce IT operational costs, reduce errors, and free up time for other tasks. IT organisations are under increasing pressure to provide an ever widening array of services. They need to provide easier access to IT services, respond quicker to change requests, decrease the time taken to resolve IT issues and reduce the overall cost of IT services. IBM Tivoli Service Automation Manager automates requesting, deployment, monitoring and management of cloud computing services.

Key Features

- Lowers the cost of service delivery through automation and reduced skill requirements
- Quicker deployment of IT services meeting the increased need for development, test, preproduction and production systems
- Delivers a higher degree of standardisation and automation for deployment and management of cloud services while freeing up IT staff time for other high value tasks
- Offers an integrated management capability that addresses the lifecycle changes of a cloud service
- Provides traceable processes and approval routings to serve audit trails, and integrates with process governance

Automation of application and cloud deployment and management

Users are enabled to request, deploy, monitor and manage cloud service environments. IT can respond more swiftly to demands for resources and application middleware deployments. This is also valuable to customers who have provisioning tools and processes in place but need to automate processes. Also customers who want to provide self service or request driven provisioning, including scheduled and automated de-provisioning to cloud service consumers. Not only does automation reduce the time required to deploy and manage a cloud computing environment, it can significantly reduce IT operational costs, reduce errors, and free up time for other tasks.

Overcome manual deployment challenges

Businesses that manually deploy and manage applications and IT services face a number of challenges. It can take weeks or months to receive the hardware and software needed to deploy many applications. The wait for needed equipment as well as the cost to provide skilled IT staff to manage the deployment process all adds up. Time and financial resources are required to help ensure that the organisation has audit processes integrated with process governance.

Innovise ESM

Innovise ESM works with IT organisations to improve their ability to innovate and respond to the changing needs of the business. Whether the challenge is reducing costs, corporate governance, taking on new services or consolidating infrastructures, Innovise ESM provides the impartial advice, expert skills and the service management technology to enable IT organisations to manage continuous change.

Innovise ESM offerings include:

- ITIL Service Management Consulting
- Enterprise IT Management Solutions
- Network Management Solutions
- Process Orchestration
- Training Solutions
- Technical Support Services

Why Choose Innovise ESM?

Innovise ESM is a premier business partner and the UK's largest IBM Tivoli Automation, AAA accredited IBM partner. Through this partnership Innovise ESM has the ability to offer superior levels of IBM sales, technical support, product offerings and solutions. We are able to integrate hardware, software, business consulting and IT services into business solutions to meet your goals.

Our Premier Business Partner status with IBM allows us to offer intelligent management software in order to help customers realise maximum business value by enabling them to integrate, manage, and secure their e-business infrastructures and processes end-to-end.

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Faster deployment of services

Benefit from adaptable and automated best practices for building and managing IT services. IT providers can use templates to define service offerings that are available to line managers. Using these templates, IT providers take resources, such as virtualized operating systems and application middleware stacks, integrated with workflow processes and standardised configurations, and make them available as offerings to business operations staff members. Requestors using this one stop Web 2.0 interface do not need detailed information regarding the resource's requirements. They simply use the templates and predefined content to request resources from IT. Requests can be for immediate deployment or reserved for a future date. In turn, IT can provide these resources in a shorter time frame, empowering users to respond swiftly to changing business needs.

Reduced cost of service delivery

Provisioning of services is automatically enabled without requiring system or database administrator involvement. Because these processes are automated and standardised, they make IT deployment repeatable, reliable and cost efficient. Image management is also supported to allow the save and restore of entire systems to improve administrator productivity. In addition to lower server to administrator ratios and low or no touch deployment, automated delivery of IT services enables better server and energy utilisation. To support charge-back, Tivoli Service Automation Manager provides metering data to Tivoli Usage and Accounting Manager to deliver accurate usage information.

Improved service quality

Service request processes are standardised so that service consumers gain a consistent and reliable quality of service when requesting and receiving resources from IT. This greatly improves the value of IT to the business. When a service is delivered, the operational lifecycle components of that service are managed. IT administrators can automatically implement monitoring and event management functions as well as recommended changes to deployment. They can manage changes to deployment processes according to results obtained from monitoring statistics. A robust reporting capability provides information on the number of deployments and key performance metrics enabling service quality trends to be analysed and actions taken to proactively manage service quality.

Integrated for flexibility and growth

Service management capabilities can be integrated, including configuration management, change management, in depth monitoring, release management, financial management and service desk functionality. Data centres are empowered to provide IT resources quickly, easily and cost effectively helping to reduce risks. Organisations are able to choose the level of adoption that fits their business needs, providing the flexibility for growth.



**Authorized
Software Value Plus**
Tivoli

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