

# Managing Hybrid IT

Enterprise Service Catalog Manager



Hybrid IT lets you mix and match your infrastructure sourcing options to achieve the best of both worlds: the control of on-premise deployments and the cost-effectiveness of cloud.

Since hybrid IT offers such major benefits, it's no wonder that organizations are keen to take the next step. However getting started with a hybrid IT initiative is a huge challenge – and, more importantly, so is getting all cloud and non-cloud resources to operate together efficiently. Fujitsu can provide software that enables access to private and public cloud services, and significantly simplifies the operation of a hybrid IT environment:

**FUJITSU Software Enterprise Service Catalog Manager**

Enterprise Service Catalog Manager (ESCM) is a self-service portal to centrally manage service delivery, life-cycle operations and user access for all IT services in a hybrid IT environment. IT organizations can introduce new services quickly, keep control of service usage, and report and charge service consumption. Business users have access through an intuitive self-service portal on which they can easily find and consume services that are managed on or off-premise.

Learn more:

[www.fujitsu.com/emeia/escm](http://www.fujitsu.com/emeia/escm)

shaping tomorrow with you

## Your advantages

- Improve user experience
- Accelerate service delivery
- Drive innovation
- Efficiently manage service sprawl
- Increase productivity
- Improve governance





## Hybrid IT is becoming the norm

As enterprises move to digital business processes, they continue to build their IT sourcing strategy on a mix of options across cloud and non-cloud IT. Enterprise Service Catalog Manager offers a single, flexible portal for business users to easily source any kind of private, public and hybrid cloud service.



### Improve user experience

Enterprise Service Catalog Manager simplifies service consumption by giving users easy access through a self-service portal that provides the same user experience as the public cloud. Business users pick what they want from a service catalog, and can easily find, subscribe to, consume and control any internal or external hosted service (IaaS, PaaS or SaaS). When a service is no longer needed, users simply terminate the subscription.



### Drive innovation

Enterprise Service Catalog Manager provides a broad range of pre-defined integration modules to quickly and easily offer new IaaS, PaaS and SaaS services. This reduces time-to-market for new services and enables your IT organization to respond with greater agility to new requirements from the business.



### Accelerate service delivery

With Enterprise Service Catalog Manager, your IT organization can define standardized services based on standard APIs, a key pre-requisite to automate provisioning processes. By reducing manual intervention so significantly, Enterprise Service Catalog Manager cuts service delivery time from days to minutes.



### Increase productivity

Highly automated service delivery saves operational costs and improves productivity in data center operations. With Enterprise Service Catalog Manager, internal IT can do more with less, and handle more service requests with fewer staff. IT organizations can free skilled staff from mundane commodity services and shift them to activities that create real business value.



### Efficiently manage service sprawl

Enterprise Service Catalog Manager helps your IT organization to efficiently manage and hide the complexity of integrating multiple internal and external service sources, and align these with existing processes.



### Improve governance

Enterprise Service Catalog Manager provides single-pane visibility across all services in a multi-cloud environment. This enables you to reduce shadow IT, and stay on top of service consumption and costs.



## Enterprise Service Catalog Manager enables the University of Wismar to digitally transform its teaching

### Challenge

Cope with the increasing number of remote students (almost a twofold increase within just a few years).

### Solution

A new portal based on Enterprise Service Catalog Manager enables the university to give teachers and students access to content anywhere, at any time.

"The new IT portal from Fujitsu is a great help in terms of our studies because we can access the University's services quickly and securely. It's a really well planned and user-friendly service."

**Abdel Abaldi**

Teaching Assistant, University of Wismar

### Run your own online service marketplace

Instead of presenting the same long list of all available services to everybody, Enterprise Service Catalog Manager enables you to create dedicated marketplaces for your different target groups, and offer them a subset of services tailored around their needs.

### Easily scale and adapt your service offering

For each basic technical service, Enterprise Service Catalog Manager enables you to define any number of marketable services, which may differ in feature set, service level or even price. This makes service definition highly flexible, and you can easily scale and adapt your service offering.

### Introduce flexible price models

Enterprise Service Catalog Manager allows IT organizations to apply a broad range of price models for services available in the self-service portal. Pricing can be based on monthly flat rates, consumption or events, and can be defined individually per user or subscription. Besides its natively integrated billing system, Enterprise Service Catalog Manager also supports the use of external billing systems.

### Stay on top of your spending - Fujitsu Cloud Service PICCO

For enterprises that require advanced cloud cost management to optimize business outcome and ROI of IT investments, Enterprise Service Catalog Manager can interface with Fujitsu Cloud Service PICCO, a Software as a Service offering that enables IT organizations to visualize, analyse, manage and maintain enterprise-wide cloud usage and costs. By providing a complete overview of your cloud costs, Fujitsu Cloud Service PICCO helps to prevent budget overspend and identify potential areas for cost savings.

### Looking for a fast track to Hybrid Cloud?

Fujitsu provides professional services to accelerate your transformation to a hybrid cloud. The service covers basic concept, installation, configuration and connection to service offerings from public cloud providers.

# Turn your virtual IT into cloud

For IT organizations that need to improve service levels for their business, Enterprise Service Catalog Manager is an easy way to transfer existing local virtualized data center infrastructure to the cloud. You can transform from a pure technology provider to a cloud service broker for the full portfolio of internal and external services. With Enterprise Service Catalog Manager, you can move up the value chain and focus more on digital transformation and business outcomes rather than just technical competence.

**Enterprise Service Catalog Manager complements your existing local virtualized infrastructure with the following capabilities:**

## User Portals

Customer & Admin Portals

## Subscription Management

Manage service subscriptions

## Brand Management

Layout customization for own customer portal

## Tenant Provisioning

Provision service instances

## Process Control

Integrate organization-specific processes

## Service Provisioning

Provision user access to services

## Reporting

Comprehensive reports for providers & consumers

## Identity Management

User management, SSO & access control

## Payment

Invoice creation & reporting for service users

## Event Management

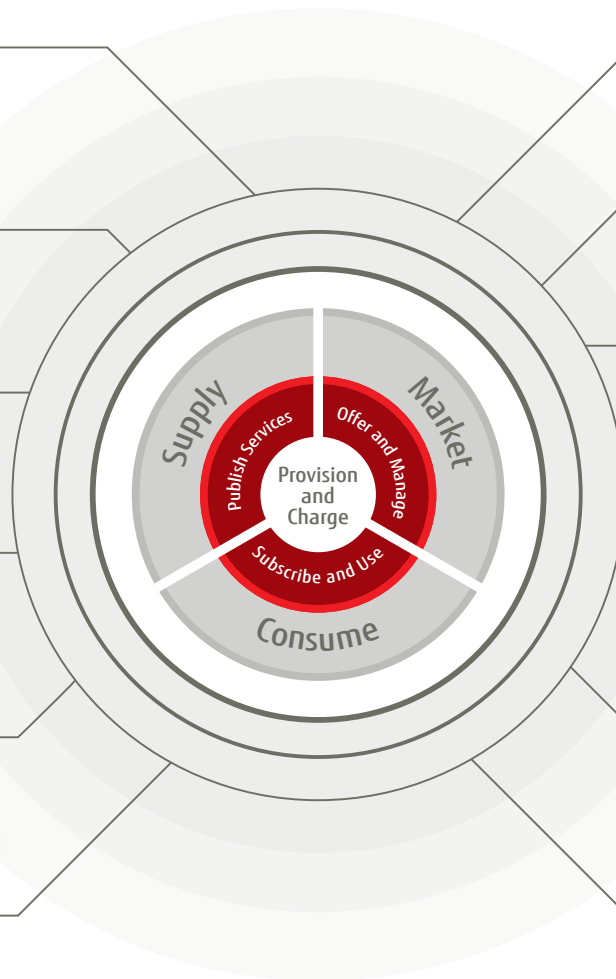
Record events to support metering and auditing

## Billing

Collect billing data for creating customer invoices

## Account Management

Handling individual users, accounts, roles, logins



Learn more about FUJITSU Software Enterprise Service Catalog Manager:

→ [www.fujitsu.com/emeia/escm](http://www.fujitsu.com/emeia/escm)

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