

Data Center Service Management (DCSM) Nlyte for HP ITSM

DATA SHEET

EXTEND YOUR HP ITSM TO THE PHYSICAL DATA CENTER

Are you somewhat frustrated by incomplete data surrounding aspects of your physical infrastructure? Do you have inaccurate CMDB CIs, inability to know where assets are let alone when they'll arrive (especially if they are new or moving), and no way to accurately attribute operational usage costs? These items are not trivial. In fact, these information gaps lead to downstream problems such as inefficient change requests that "go dark" when something leaves IT and enters the data center, poor Total Cost of Ownership (TCO) calculations for your IT Asset Management (ITAM) solutions, and perhaps worst of all, very expensive capacity management decisions based on inaccurate CMDB information.

ITSM's Data Center Challenges

Incomplete Asset Information - Limited cabling, network, interrelationships and location information; Unaware of precise resource use (power, space, etc.); Changes taking place much faster than CMDB and ITAM solutions can keep pace

Broken, Hidden Processes - ITSM does not have complete record of data center changes (let alone statuses); Inconsistency in data center processes leads to inability to maintain SLAs

Lack of Visibility & Measurability - ITSM cannot measure data center process performance; Cannot compute true cost of service

Nlyte for HP ITSM

Data center service management (DCSM) products such as Nlyte for HP ITSM bridge the often-overlooked divide in IT organizations, enabling enterprises to maintain accurate, up-to-the minute information about their IT and data center assets, streamline their processes and improve the measurement of data center operations, thus improving service level agreements (SLAs).

Nlyte for HP ITSM works enhances the following products:

HP Service Anywhere HP Service Manager

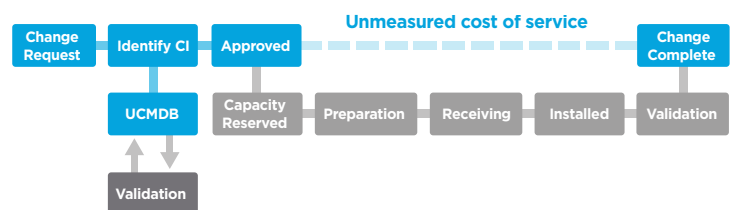
Nlyte for HP ITSM provides a TCO of service by automating change to the data center floor for physical install/move/add/change (IMAC) processes, delivering end-to-end visibility of time & costs.

HP UCMDB

Nlyte for HP ITSM provides automation of physical assets to CI reconciliation, bidirectional base population, visibility of physical connectivity dependencies, location validation, and near real-time virtual-to-physical dependence mapping.

HP ITAM

Nlyte for HP ITSM helps with software compliance, asset physical location validation, help identifying stranded capacity assets that no longer provide a service and are utilizing critical resources.



Nlyte for HP ITSM fills the Unmeasured cost of service

Features of Nlyte for HP ITSM

- **Capacity Planning** - Optimizes the use of data center assets, space and energy
- **Asset Management** - Know what you have and where, and optimize your asset tech refresh cycles
- **Reporting** - Automate the measurement and evaluation of your data center operations
- **Monitoring** - Real-time power strip and PDU data collection
- **Connection Management** - Avoid downtime due to human error with robust power and network visualization
- **Workflow Management** - Execute changes more efficiently down to the data center floor
- **HP UCMDB Integration** - Synchronize configuration item information
- **HP Service Anywhere/Service Manager Integration** - Centralize workflow process management and communication for business change

Benefits of Nlyte for HP ITSM

- Improved processes which don't ignore the data center
- Increased accuracy of changes occurring on the data center floor
- Measure true cost of service
- Measure true variable cost of assets
- Increase insight and value provided by ITSM solutions
- Better control of what's happening in the data center
- Increased agility in responding to the needs of the business

