

FUJITSU Software

Enterprise Service Catalog Manager V18

Introduction

April 2019

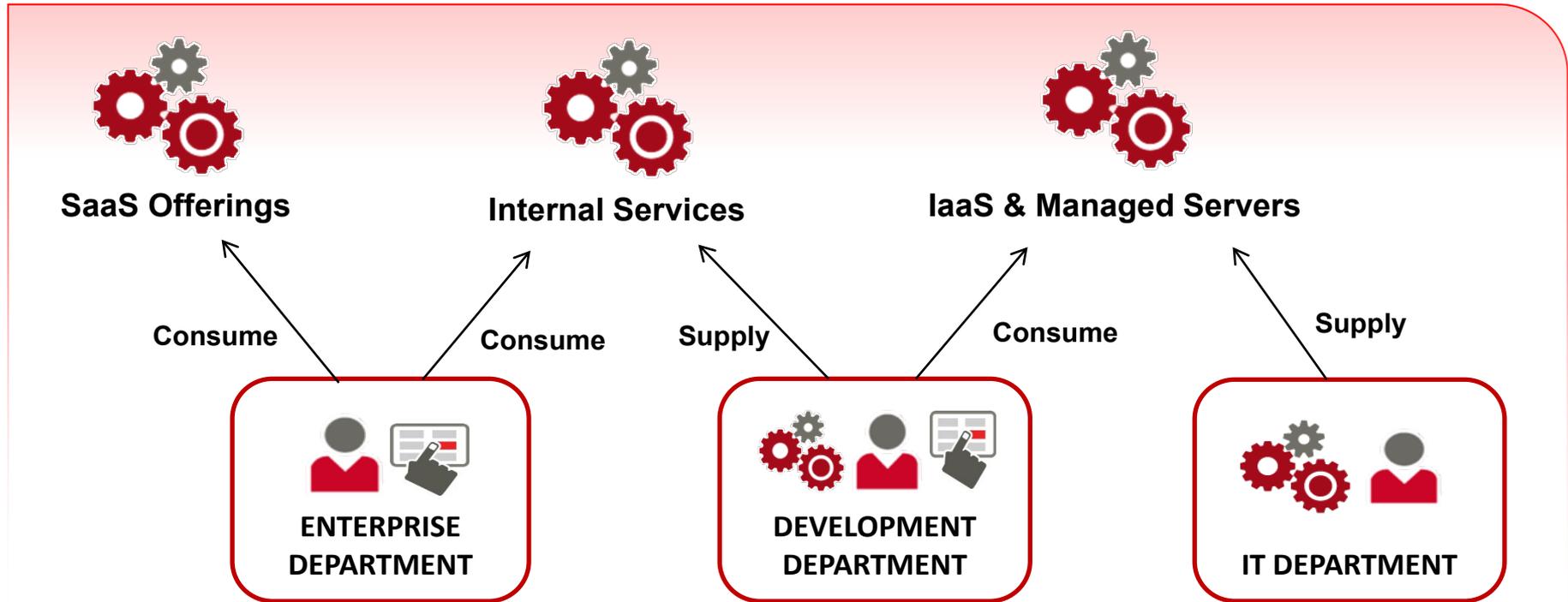
Fujitsu Enabling Software Technology GmbH

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Challenges in the Cloud

Challenges in the Cloud



Today, companies face the following challenges:

- How to offer an easy-to-use self-service portal for IT services?
- How to guarantee IT governance?
- How to control the purchase and usage of services?
- How to control the costs for IT services and software?

Customer Service?
Governance ?
Control ?
Cost Transparency ?



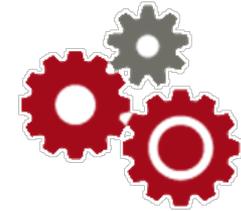
Service Provider's Challenges



How to achieve visibility and market positioning for my offering?

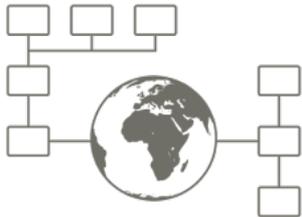


How to provide simplest possible service booking and provisioning?



How to ensure interoperability and compatibility of my offering with other solutions?

CIO's Challenges



How to make offerings fit together and fit the process of my corporation?



How to efficiently manage access rights to all services used within my corporation?



How to allow new offerings to be tested in a controlled environment?

Product Overview

Deliver Cloud Services With This Product



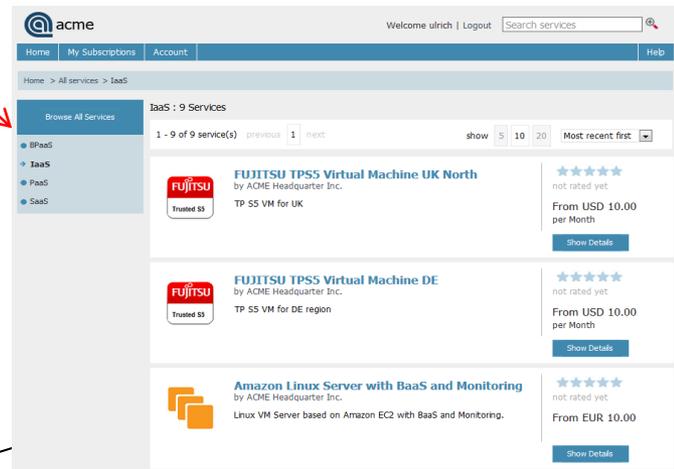
„Let me **supply** services with **low effort**“



„Let me **keep transparency** and enable business user with new cloud services“



„Let me **easily** find, **consume** and control cloud service offerings“



Standardize IT offering and automate its delivery

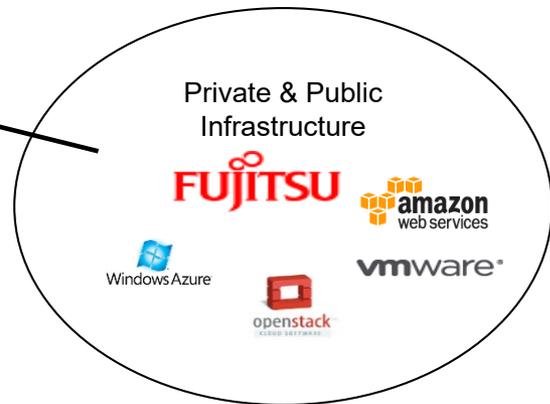
Fujitsu Enterprise Store (ESS)



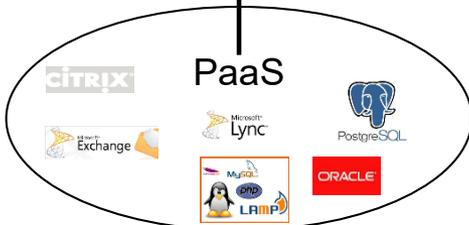
„Let me easily find, consume and control cloud service offerings“



„Let me keep transparency and enable business with new cloud services“



„Let me supply services with low effort“



Link Business and IT



<http://openservicecatalogmanager.org>

- Customer can download and use the software for free
- Support, maintenance and professional services can be purchased at Fujitsu
 - Subscription from Q1'2016
 - Classic license and support model until then
 - Existing customer will be migrated

Key Features and Benefits

1

Service portal

- Single, flexible solution store experience to business users
- Offer cloud services within an interactive service catalog
- Create and manage service catalogs
- Customizable view for subscriptions to display additional service information

2

Supplier portal

- Build, govern and support a hybrid cloud service-based ecosystem
- Define service offerings including flexible price models
- Provide customization features to brand service catalogs

3

Account and subscription management

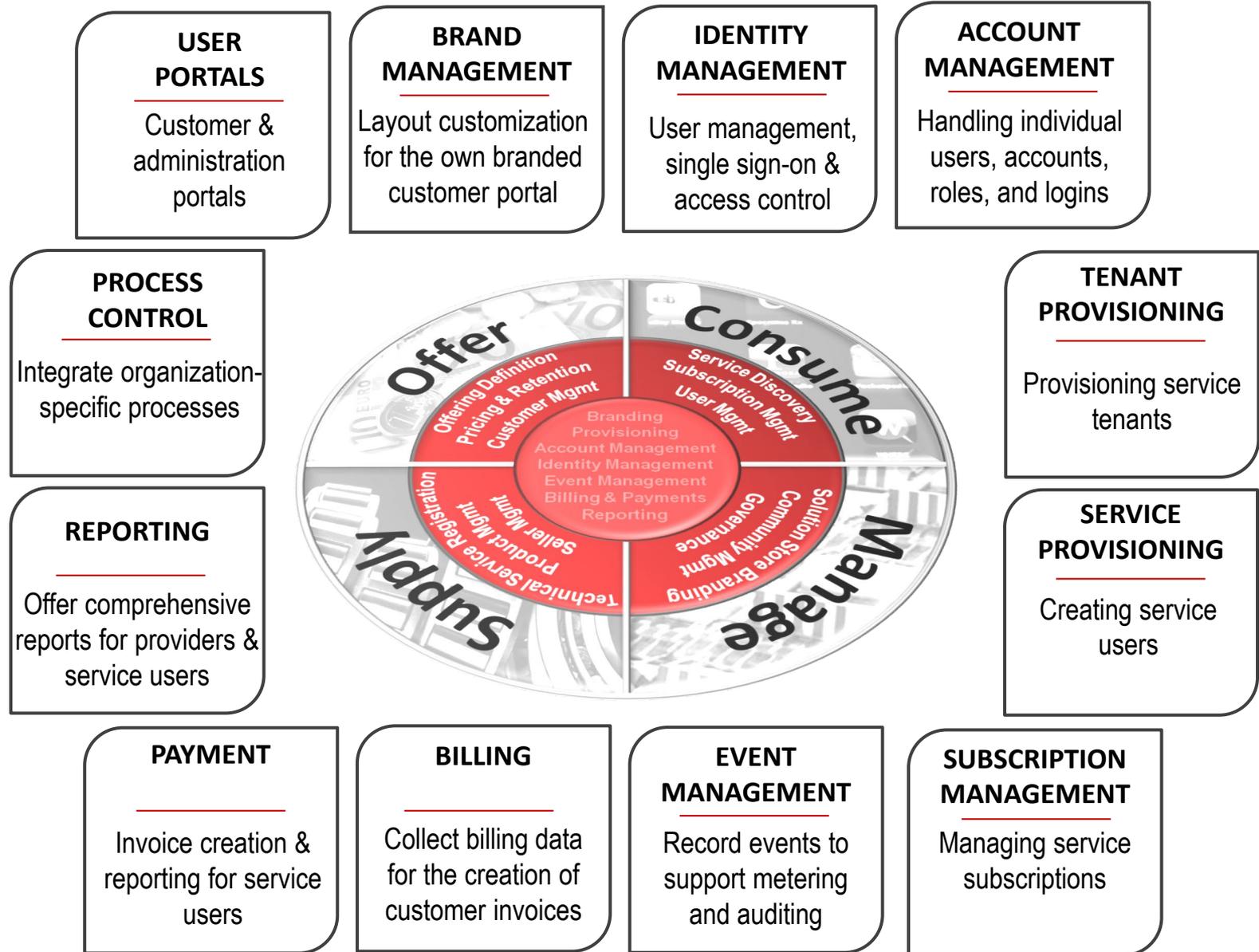
- Manage individual users, accounts, roles, and logins
- Provide account management capabilities for departments

4

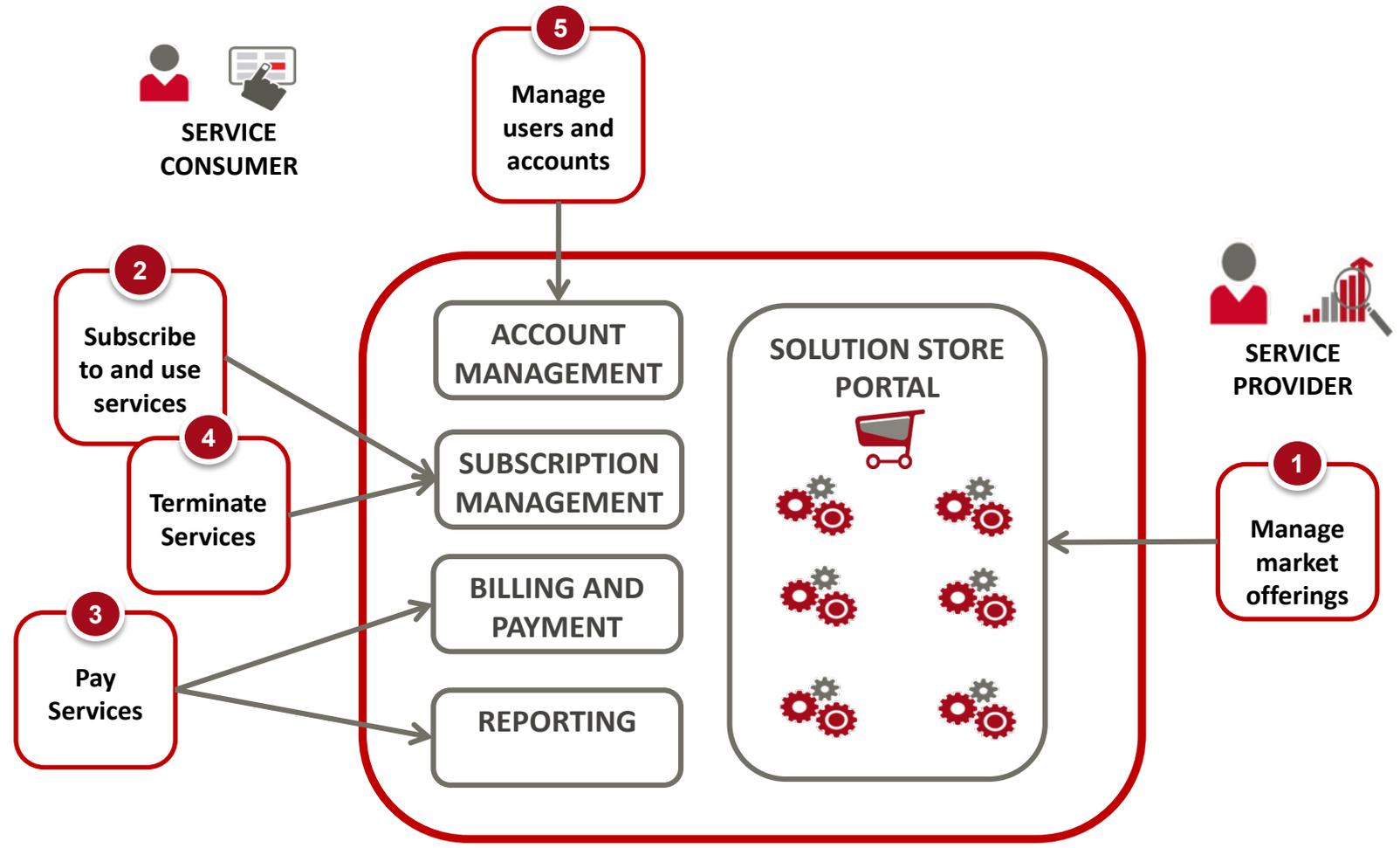
Metering and auditing

- Collect data based on usage of services as a basis for billing and reporting
- Support invoicing and create reports for service users

Components



Consumer View – Using Services



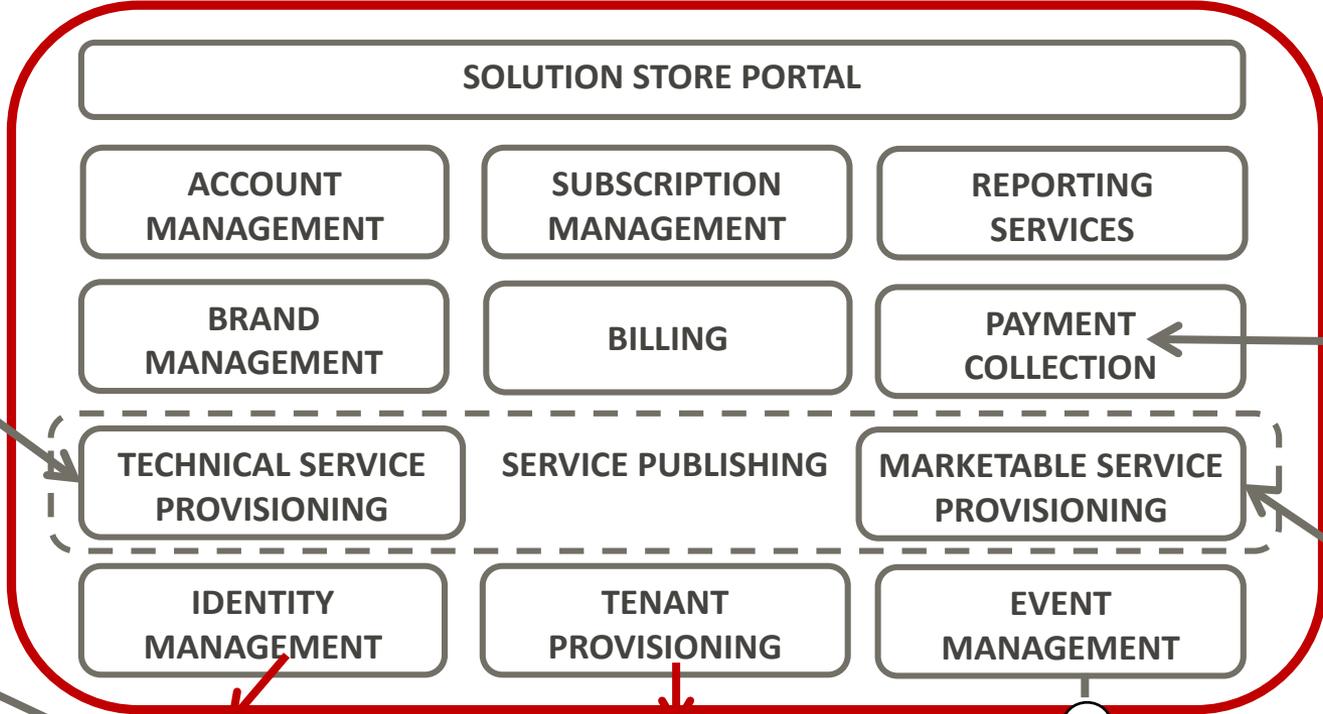
Service Provider View - Managing Services

CUSTOMER ORGANIZATION

SOLUTION STORE OWNER

TECHNOLOGY PROVIDER

SERVICE PROVIDER

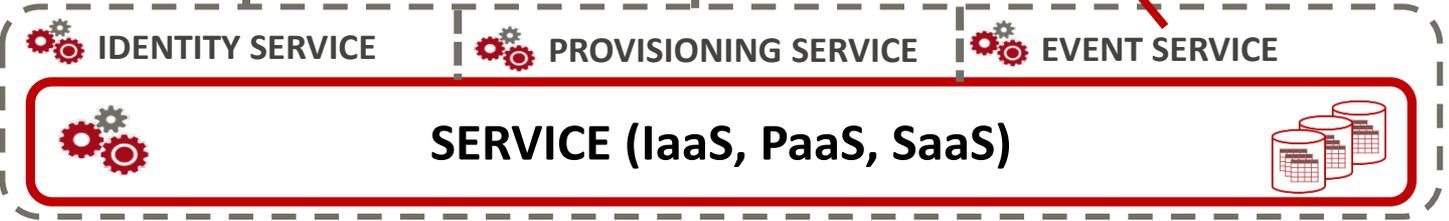


2
Publish technical service definition

1
Implement chosen integration APIs

4
Collect revenue

3
Create market offerings



1

Platform for Various Solution Stores

- Service Provider Store (public cloud service portal)
- Enterprise Store (a company's solution store in the private cloud)
- Fujitsu Cloud Integration Platform (Fujitsu's IT solution store)

2

Transparency of IT Solution Landscape

- Perfect, yet flexible, cost transparency of IT usage
- Transparent, yet flexible, authorization processes for new service portal users

3

Cost Savings

- Rapid deployment to new users, no lengthy provisioning
- Easy right-sizing and de-provisioning of production resources
- Immediate reaction to shifts in usage patterns (e.g. re-org)

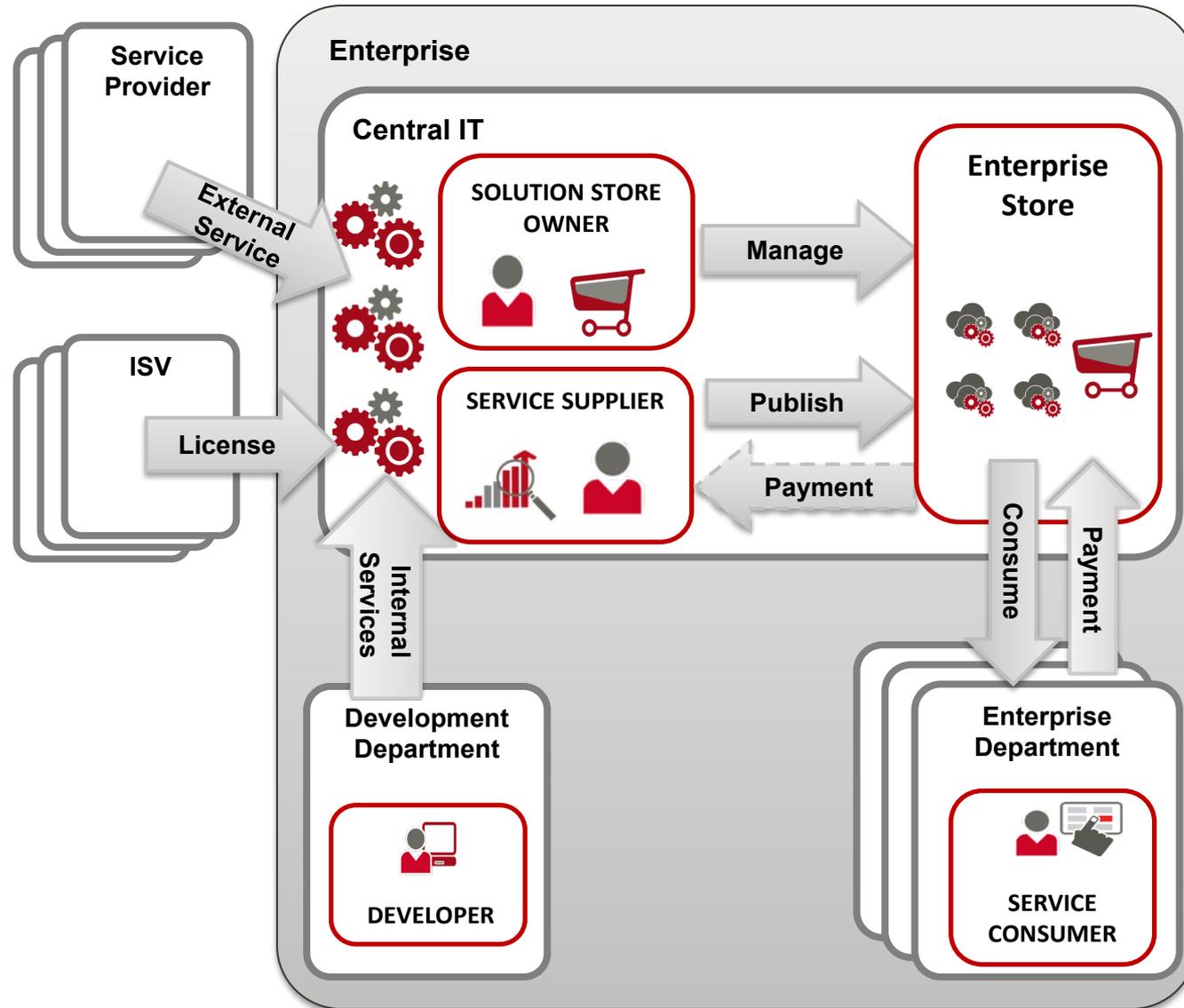
4

Company-wide Standardization of Application Layer

- One-stop self-service portal for subscribing to IT services
- Easy deployment of new applications as services

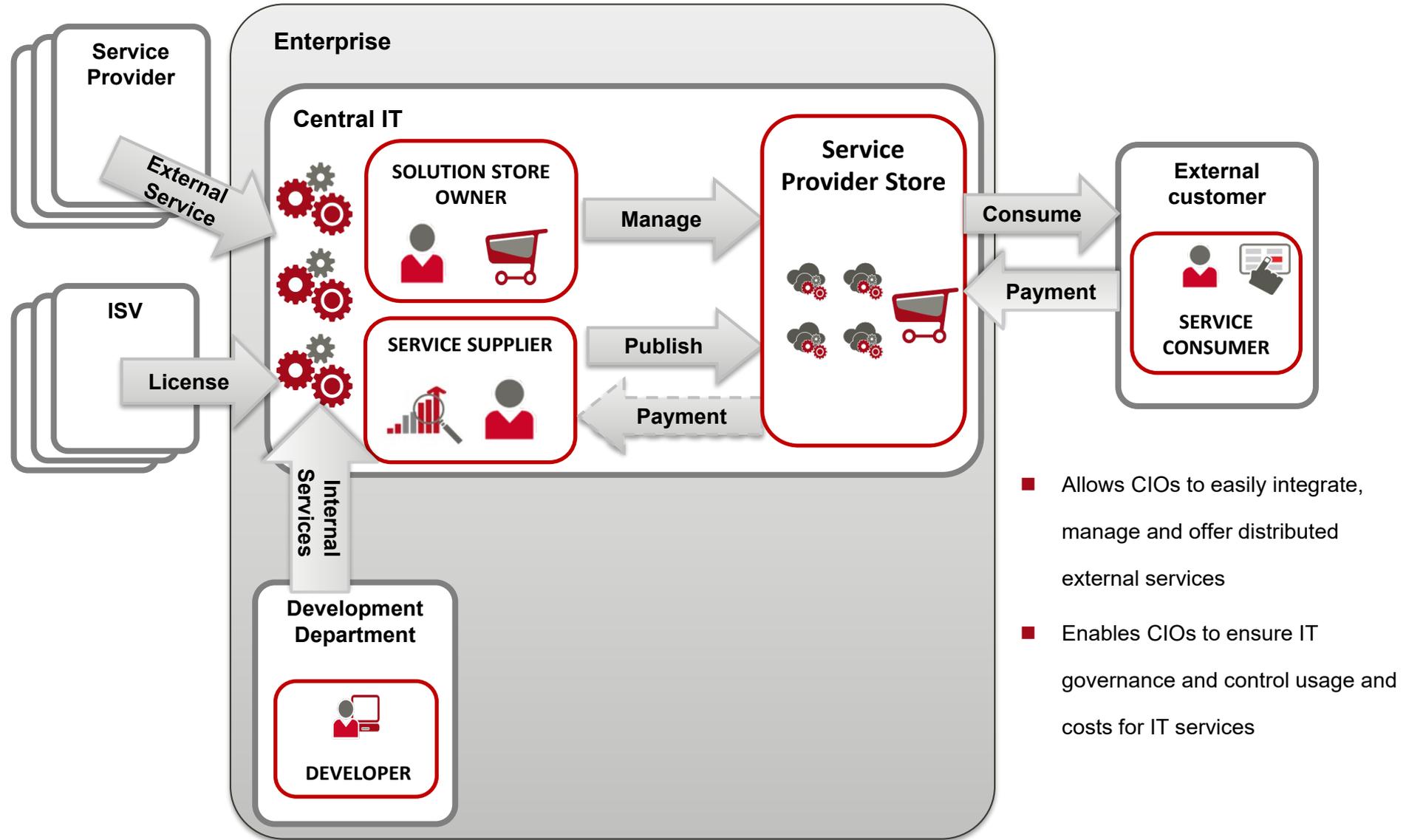
Use Cases / References

Use Case - Private Services



- Allows CIOs to easily integrate, manage and offer distributed internal services
- Enables CIOs to ensure IT governance and control usage and costs for IT services

Use Case - Public Services



- Allows CIOs to easily integrate, manage and offer distributed external services
- Enables CIOs to ensure IT governance and control usage and costs for IT services

Part of CT-MG

- OpenStack (RedHat, SUSE)
- Amazon Web Services
- VMware ESXi / vSphere 4.x, 5.x, 6x
- MS Azure

Project-Specific on Request

- VMware vCloud Hybrid Service
- Microsoft Hyper-V
- IBM Pureflex
- HP CloudSystem Matrix
- Oracle VM Manager
- Citrix XenApp
- Microsoft Exchange
- Oracle Glassfish
- PostgreSQL
- VMware Desktop
- Salesforce.com
- Symantec end-user-protect
- Any Linux Shell scripts based service
- Any virtualized App (via Citrix, VMware, PCS)
- Any mobile App (via Mobile Device Management, e.g. Good, Citrix)
- Any Web-based App

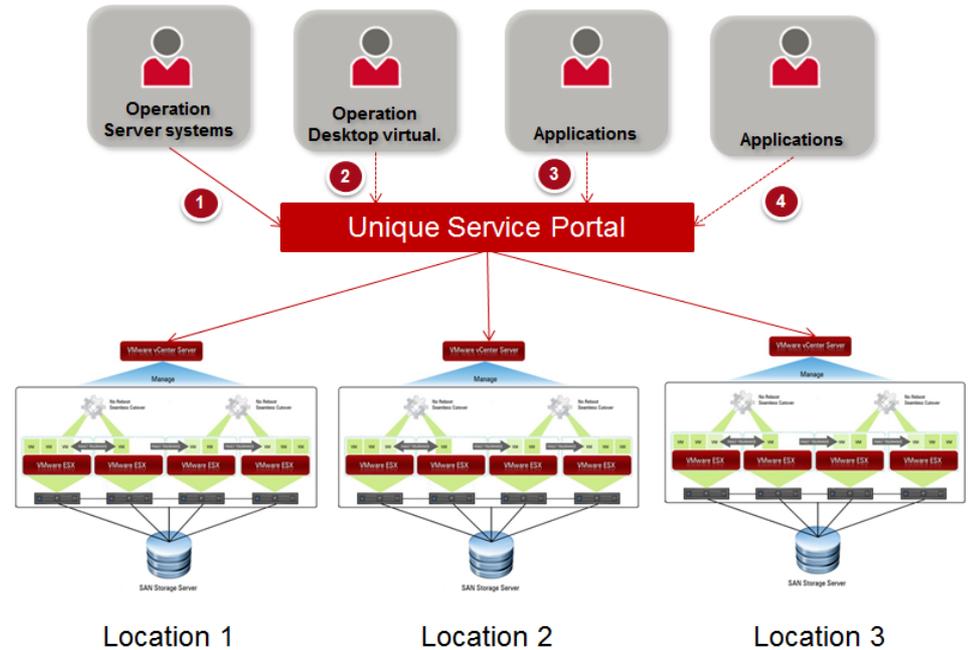
IaaS Services

Challenge

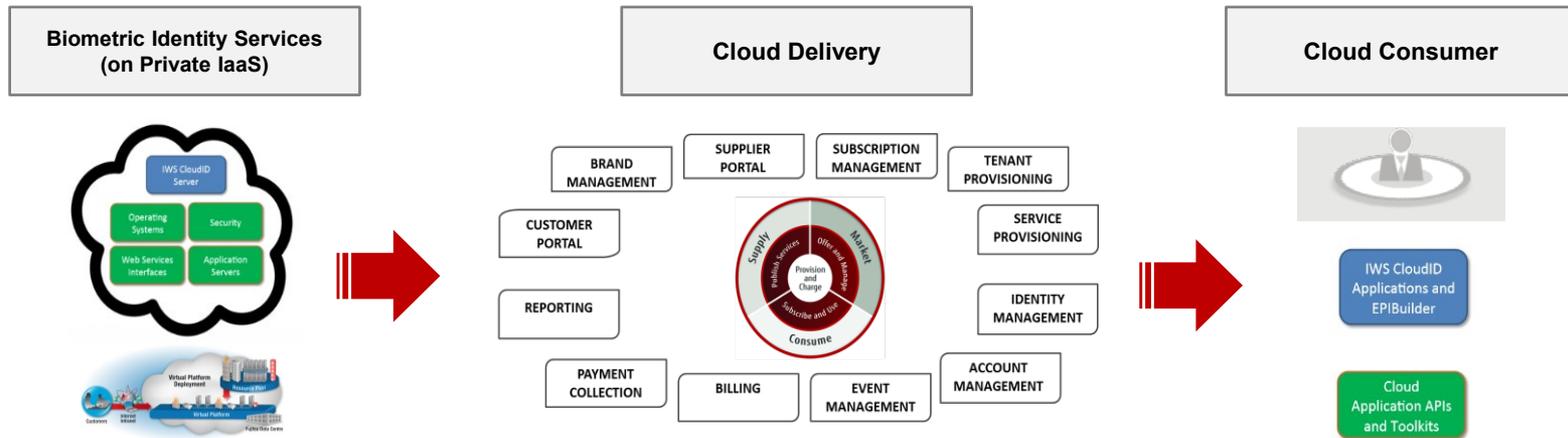
- Need to manage a number of distributed and independent VMware islands
- Lack of standardization
- Need to have short-term delivery and self-service

Solution

- Enterprise Store, installed on premise
- Provisioning of virtual machines, e.g. VMware
- Provisioning of applications, e.g. LAMP stack
- Integrated multiple distributed VMware ESX cluster
- Extensions for automated customer-compliant server name generation, IP address pooling, existing VM import, MS AD login, MS AD domain handling, approval



Rapid Service Delivery



Challenge

- Huge time effort of manual service delivery
- Requirement for cost control
- No consistent user management

Solution

- Rapid and automated provisioning
- Transparent cloud service usage
- Flexible models for cost calculation
- Secure role-based access model
- Improved user experience

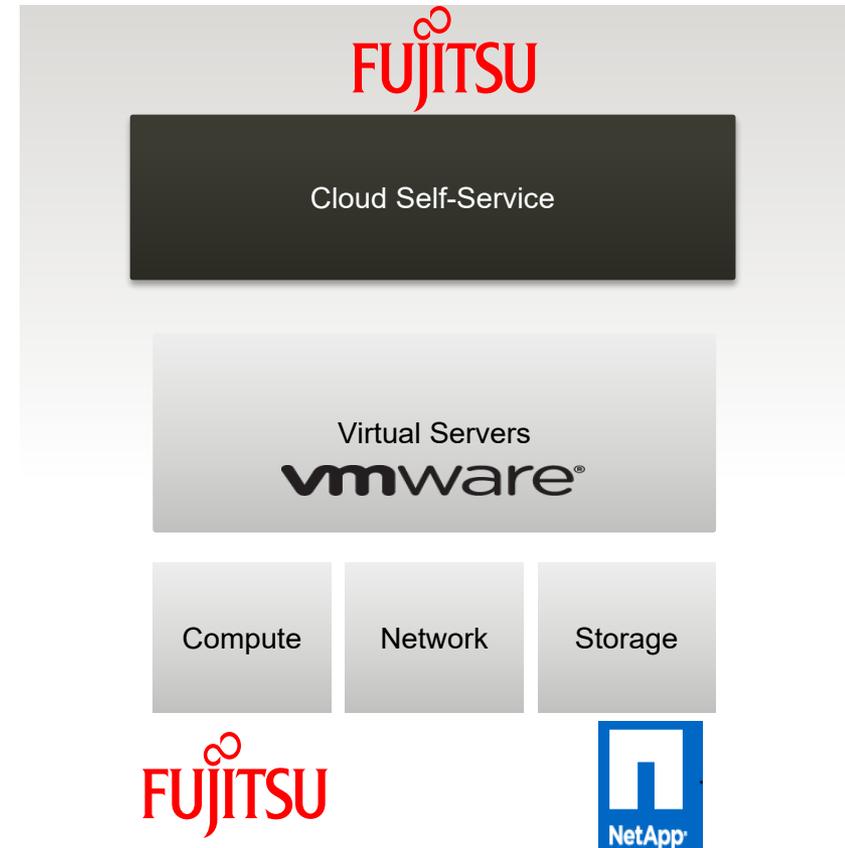
Fujitsu Private Cloud Stack

Challenge

- Lifecycle management (booking, prolongation, termination) of > 300 VMs per year for research & education with no extra system admins
- Keeping track of IaaS usage and costs

Solution

- Enterprise Solution Store, installed on top of Fujitsu private cloud (Fujitsu Server, NetApp, VMware vCenter)
- Automated provisioning of standardized virtual machines (Windows, Linux)
- Automated lifecycle management (prolongation, termination)





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