opentext™

Hybrid Cloud Management Services

Manage a DevOps-ready multi-cloud.

Key Benefits:

- **Accelerate time to value**
  with rapid baseline deployment in as little as one month

- **Improve responsiveness to users**
  with a powerful and easy-to-use self-service portal

- **Enable your developers**
  with streamlined, automated, and self-service-driven ITSM process execution

- **Deploy and manage**
  any platform, database, middleware, or application to any cloud

- **Reduce cost of service maintenance**
  by automating compliance

- **Increase service health**
  with monitoring and remediation

- **Optimize resource utilization**
  by making smart workload placement decisions

- **Provide business transparency**
  with showback and chargeback

- **Leverage your existing management capabilities**
  through ITSM integrations

Executive Summary

Hybrid cloud is now a reality for most organizations. The days of public vs. private cloud are over, as are the days of a single public cloud provider. Most companies nowadays have a private cloud and multiple cloud providers. OpenText Hybrid Cloud Management Suite and OpenText Hybrid Cloud Management Services provide you with both the technology and expert services to help you design, provision, and manage workloads across a hybrid, heterogeneous cloud environment.

Overview

Hybrid Cloud Management Services come in two levels:

Foundation

The Foundation service is designed to help you jump-start your hybrid cloud management capabilities and begin reaping benefits early with a base set of rapid-implementation options. It focuses on providing hands-on experience installing, configuring, and using the Hybrid Cloud Management Suite.

Advanced

The Advanced service is designed to help you extend and expand your capabilities into sophisticated production-grade, enterprise-scale hybrid cloud management use cases. Hybrid Cloud Management Services provide:

- Heterogeneous hybrid and multi-cloud management
- IaaS/PaaS on any cloud

- Proven end-to-end enterprise orchestration
- Native container and microservices support
- Comprehensive, unified service management
- Open, extensible architecture
- Application release automation

Benefits

Hybrid Cloud Management Services deliver the following benefits:

- Accelerate time-to-value with rapid baseline deployment in as little as one month
- Improve responsiveness to users, with a powerful and easy-to-use self-service portal
- Enable your developers with automated application release, microservices, and containers
- Deploy and manage any platform, database, middleware, or application to any cloud
- Reduce cost of service maintenance by automating compliance
- Increase service health with monitoring and remediation
- Optimize resource utilization by making smart workload placement decisions
- Provide business transparency with showback and chargeback
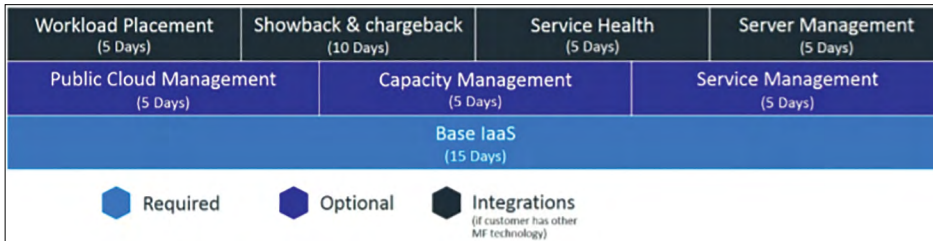- Leverage your existing management capabilities through ITSM integrations

Workload Placement (5 Days)	Showback & chargeback (10 Days)	Service Health (5 Days)	Server Management (5 Days)
Public Cloud Management (5 Days)	Capacity Management (5 Days)		Service Management (5 Days)
Base IaaS (15 Days)			

■ Required ■ Optional ■ Integrations (if customer has other MF technology)

Figure 1. Foundation Service modules

Key Features

This service delivers a cost-effective, baseline IaaS/PaaS cloud suitable for immediate use for cloud deployments on a small scale or as a reference for larger deployments. It is modular and offers a flexible and progressive set of options that give you hands-on experience installing, configuring, and using OpenText Cloud Service Automation. Through the usage of OpenText-provided typical use cases and OpenText standard architectures for small to medium environments, it delivers a rapid start that enables you to then lead your own traditional project approach. This suite of services deploys a single instance of Cloud Service Automation, and provides an open architecture foundation and path for future expansions and enhancements.

The service is comprised of the following modules:

Hybrid Infrastructure-as-a-Service (IaaS)

This is the base module that establishes the platform and provides the core IaaS capabilities. It includes the following tasks:

■ Architecture design and suite deployment

■ Integration with an infrastructure provider

– Private cloud: OpenText Server Automation or VMware, or CloudSystem Enterprise

– Public cloud: Amazon AWS, Microsoft Azure

■ Configuration of a single Windows or Linux service in the self-service portal

■ Discussion and planning around your future requirements

Public Cloud Management

This module is needed in case you choose to provision to a pubic cloud provider. It adds certain tasks to the Service Health, Capacity Management, and Financial Management modules to account for dealing with third-party providers where you have lower levels of control over the environment.

Capacity Management

This module implements OpenText Cloud Optimizer: a unified fault, performance, and capacity management tool that helps to quickly troubleshoot performance issues, optimize the current capacity, and forecast the future capacity requirements to optimize capacity in any virtual and cloud environment. It includes the following tasks:

■ Deployment of Cloud Optimizer

■ Hypervisor integration

■ Dashboard setup

Service Management

This module enables foundational capabilities critical to a number of ITSM processes such as Asset and Change Management. It includes the following tasks:

■ Installation of OpenText UCMDB

■ Automated discovery and configuration item (CI) creation upon service instantiation

■ Automated removal of configuration items (CI) upon service termination

Policy-Based Workload Placement

When you have a hybrid cloud with both your own private cloud as well as multiple public cloud providers, you need a way to determine the optimal execution venue for each workload. Using a policy-based workload placement mechanism, you can make smart decisions to optimally deploy workloads. Each time a user orders a service, it will be evaluated against the policies you set, to determine the optimal execution venue, based on parameters such as cost, technology match, performance, and security.

Showback and Chargeback

Your users want to pay for the services they consume, when they consume them, rather than contribute annually to the IT budget. This module allows you to charge your users by subscription and/or usage while offering financial transparency and tracking of expenditures against budget. This module includes:

■ OpenText Asset Manager installation and integration to Hybrid Cloud Management Suite

■ Connection to private and/or public cloud providers

■ Data collection and aggregation of usage and subscription data

■ Budget and spend tracking

■ Export of data for integration to back-end financial system (e.g., Oracle/SAP)

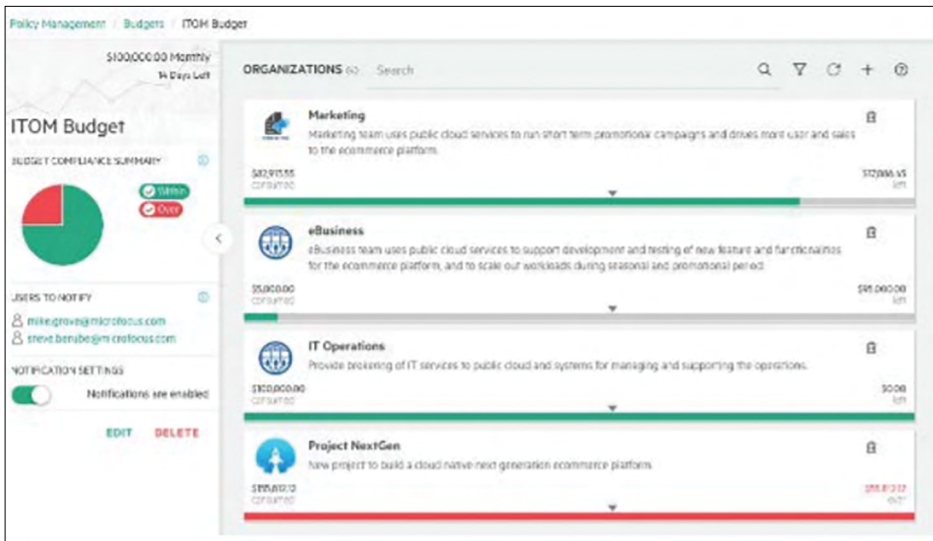■ Creation of consumption reporting dashboard

Figure 2. Hybrid Cloud Management Budget Management

Service Health

If you own or have purchased OpenText Site-Scope, this module introduces the ability to automatically deploy monitors to each service, as soon as it is instantiated, allowing you to ensure that the services you provide remain available to your users. It includes the following tasks:

- Installation of SiteScope
- Automated deployment of infrastructure monitors
- Trigger utilization alerts
- Templates and guidance for creating automated application monitoring flows

Server Management

This module enhances the solution by adding patching capabilities to ensure that the servers in your IaaS pools remain up to date and compliant. It includes the following tasks:

- Installation of Server Automation
- Patch acquisition for Microsoft or Red Hat
- Patching policy creation

Hybrid Cloud Management Advanced

This offering delivers an enterprise-class robust, production-scale Hybrid Cloud Management Suite instance:
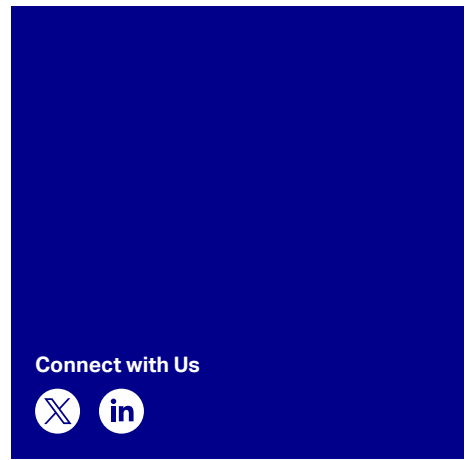
- Self-service portal for users to request and provision services

- Automated infrastructure provisioning and management for Windows, Red Hat Linux, and UNIX platforms
- Advanced infrastructure and application monitoring with integration into a ticketing system for automated detection, creation, recognition, and closure of incidents
- Ordering, billing, showback and chargeback
- Application release automation
- Compliance scanning and reporting for infrastructure and databases
- Automated acquisition and deployment of vendor-recommended patches

The OpenText Professional Services Difference

OpenText provides unmatched capabilities with a comprehensive set of consulting and implementation services and unique intellectual property that help you drive innovation through streamlined and efficient software delivery:

- Proven OpenText solution implementation expertise
- More than 20 years of experience helping large, complex, global organizations realize value from their OpenText investments
- Rich intellectual property and unparalleled reach into product engineering

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- Technology-agnostic implementation approach with no vendor lock-in, no rip-and-replace
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