Hewlett Packard Enterprise

HPE IMC SERVICE OPERATION MANAGEMENT SOFTWARE MODULE E-LTU (JG139AAE)

Intelligent Management Software

WHAT'S NEW

- Real-time, accurate configuration database.
- Integration with alarming and configuration center.
- Centralized knowledge base for self-resolution of network issues.
- Complete service operation flow management.

OVERVIEW

The HPE IMC Service Operation Manager (SOM) Software platform is an Intelligent Management Center (IMC) module that focuses on operations and management flow to provide full IT lifecycle management adhering to ITIL v3.0 including services like policy design, operation, and configuration improvement.

The IMC SOM Software provides controls, measures, and audit capabilities for configuration changes, fault identification, and recovery, reducing IT manual involvement and cost by allowing end users to recognize known network issues and track service requests.

FEATURES

Lifecycle Management of IT Network Operations

The HPE IMC Service Operation Manager (SOM) Software provides lifecycle management of IT network operations from ticket creation to status checks to execution and resolution.

End users can manage and recognize their own network issues and track service requests, reducing overall IT involvement.

Configuration management allows for the automated and manual setting of control mechanisms and audit configuration changes.

Integration with alarming reduces maintenance by enabling problem recognition, improving network efficiency, stability, and quality.

Customization of Networking Experience

The HPE IMC Service Operation Manager (SOM) Software tailors flow management to operations management based on predefined templates appropriate for an organization.

Leverage a centralized knowledgebase for issue resolution and problem identification.

Easily interfaces between end users and administrators to reduce IT time in both operations and management.

Technical specifications

HPE IMC Service Operation Management Software Module E-LTU

Product Number (SKU)	JG139AAE
Differentiator	HPE IMC Service Operation Manager (SOM) E-LTU provides full lifecycle support for IT operations and management (O&M). SOM focuses on the O&M flow to control, measure, and audit network changes, fault identification, and recovery.
Platform required	HPE Intelligent Management Center Enterprise Software HPE Intelligent Management Center Standard Software
Technical notes	For fewer than 500 nodes, 1 CPU is enough From 500 to 2,000 nodes, there should be 2 CPUs or 1 dual-core CPU For more than 2,000 nodes, there should be 4 CPUs or 2 dual-core CPUs For more than 5,000 nodes, a hierarchy architecture should be used.

Most, if not all IT organizations are on a digital transformation journey — each at a different stage. With over 11,000 IT projects conducted and 1.4 million customer interactions each year, HPE Pointnext Services' 15,000+ experts and its vast ecosystem of solution partners and channel partners are uniquely able to help you at every stage of your digital transformation. We bring together technology and expertise to help you drive your business forward and prepare for whatever is next.

Advisory and Professional Services help you accelerate your digital transformation. Operational Services help you remove complexity and respond rapidly to business demands.

Operational Services from HPE Pointnext Services

HPE Pointnext Tech Care provides fast access to product-specific experts, an AI-driven digital experience, and general technical guidance to help enable constant innovation. We have reimagined IT support from the ground up to deliver faster answers and greater value. By continuously searching for better ways to do things—as opposed to just fixing things that break—HPE Pointnext Tech Care helps you focus on achieving your business goals.

- **HPE Datacenter Care** helps modernize and simplify IT operations. Partner with an assigned account team, access technical expertise, an enhanced call experience gives you priority access, choose hardware and software support, implement proactive monitoring to help stay ahead of issues, and access HPE IT best practices and IP.

- **HPE Proactive Care** offers an enhanced call experience and helps reduce problems with personalized proactive reports and advice. This also includes collaborative software support for Independent Software Vendors (ISVs), (Red Hat, VMWare, Microsoft, etc.). Read more

- **HPE Foundation Care** helps when there is a problem and has a choice of response levels. Collaborative software support is included and provides troubleshooting help for ISVs running on your server. Read more.

Other related services

Defective Media Retention is optional and applies only to Disk or eligible SSD/Flash Drives replaced by HPE due to malfunction.

HPE Service Credits offers a menu of technical services, access additional resources, and specialist skills.

HPE Education Services delivers a comprehensive range of services to support your people as they expand their skills required for a digital transformation.

Consult your HPE Sales Representative or Authorized Channel Partner of choice for any additional questions and support options.
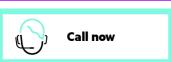
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