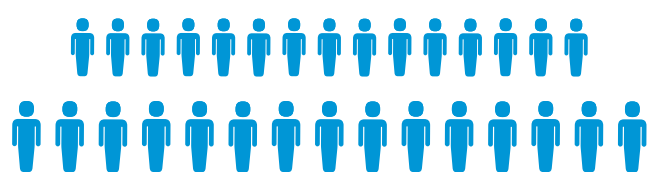


Service management— driving the new style of IT

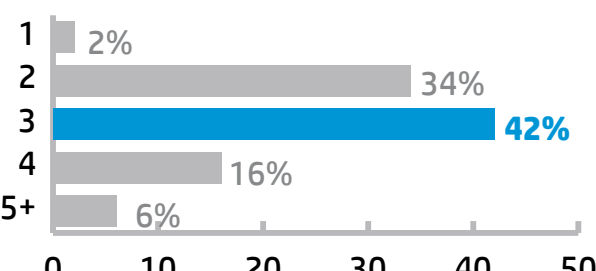


Cloud



Organizations now have an average of 30 service providers.¹

Mobility/BYOD



Most workers now use three or more different devices in their daily job routines.²

Social media

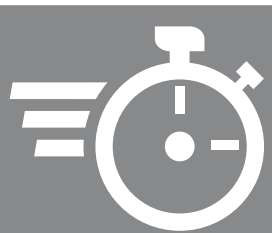


Drives the demand for more self-service and ease of use.

New trends are **impacting IT.**



How can they be turned to IT's **advantage?**



The new style of IT must offer the business and customers more and better services: easier, faster, any time, from anywhere.

Meet HP Service Manager 9.3.



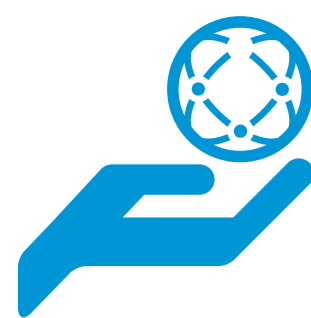
Provides a **service catalog portal** to simplify and automate the user request process.



Delivers instant **ITIL® best practices** to achieve a high level of IT process maturity more quickly.



Easily configures for **customized process workflows** to meet business needs.



HP Service Manager 9.3
Take IT services to a higher level.

Five reasons to love HP Service Manager 9.3:³

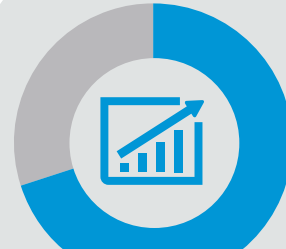
Higher user satisfaction:

67% increased customer satisfaction and/or improved user experience with HP Service Manager 9.3.



Faster resolution times
12% saw a decrease in escalation-level calls.

1



Blazing fast ROI
80% achieved ROI in 9-12 months or less.

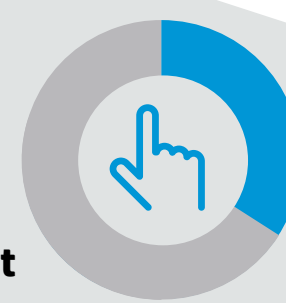
5

2



Easy integration and improved workflows
30% found the “codeless configuration” capabilities a key reason to choose HP Service Manager 9.3.

4



Smooth and easy deployment
37% simplified migration and deployment with out-of-the-box ITIL best practices.
66% completed migrations in less than 6 months.

3

What customers are saying about HP Service Manager 9.3

“Migrating to Service Manager 9.3 enabled a smoother-running IT department.”

—System Administrator, enterprise retail company

“Help desk calls decreased and supporting the application got less costly in terms of time.”

—IT Architect, large insurance company

Take IT service management into a new era.
hp.com/go/servicemanagementsoftware



1. “Bring your own applications,” by Pat Brans, CIO UK, April 22, 2013.
2. Worldwide Survey of Corporate Employees, Citrix Systems, February 2012.
3. Source for top five reasons: Survey of 43 users of HP Service Management Center: www.techvalidate.com/product-research/hp-service-management-center

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