

CXS1952BCN

vmware® **EXPLORE**

# Enhancing Efficiency by Integrating VMware Products into ESM

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#vmwareexplore #cxs1952bcn



# Required Disclaimer

- This presentation may contain product features or functionality that are currently under development.
- This overview of new technology represents no commitment from VMware to deliver these features in any generally available product.
- Features are subject to change, and must not be included in contracts, purchase orders, or sales agreements of any kind.
- Technical feasibility and market demand will affect final delivery.
- Pricing and packaging for any new features/functionality/technology discussed or presented, have not been determined.

# Presenter



**Zori Nikolova**

Senior Solutions  
Architect



## Certifications

ITIL® 4 Managing Professional

ServiceNow ITSM Implementation Specialist

# Agenda

- Enterprise Service Management
- Enterprise Organization Efficiency Journey
- Business Cases
- Customer Success Stories

# Enterprise Service Management (ESM)

Unifies and optimizes the multitude of processes and tools

Used by organizations to design, manage, deliver and improve service delivery



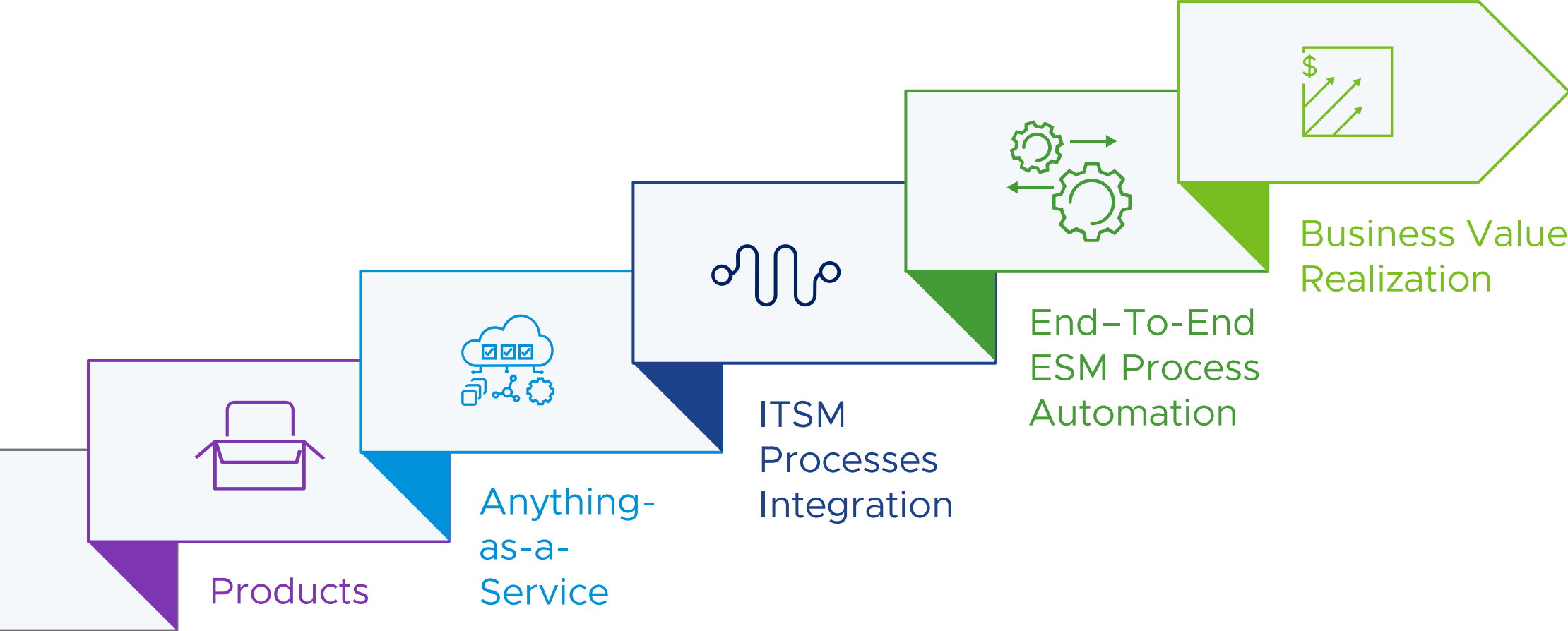
VMware develops **automations** and **integrations** with our products to:

- ✓ Streamline ESM processes
- ✓ Enhance efficiency
- ✓ Minimize time to market
- ✓ Ensure regulatory compliance
- ✓ Optimize costs

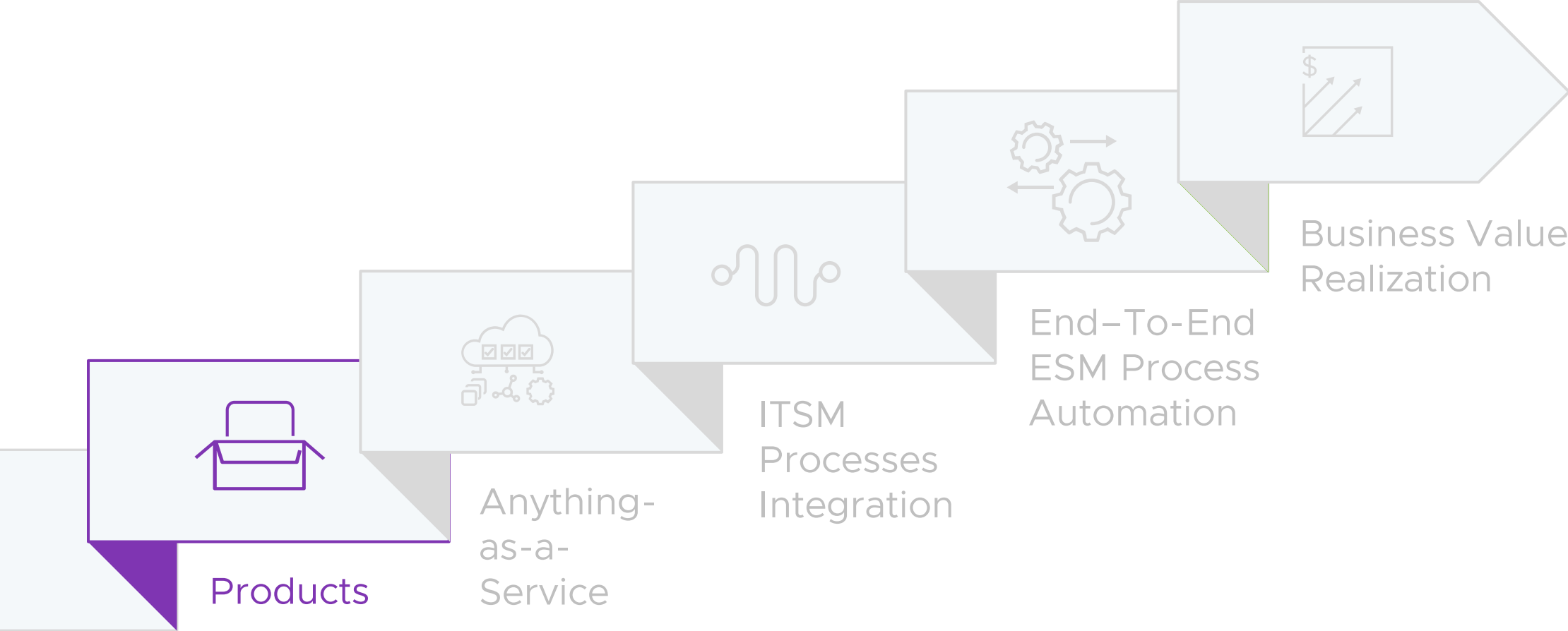
## VMware Solutions Range From

Simple scripts invoking API calls to automating end-to-end processes

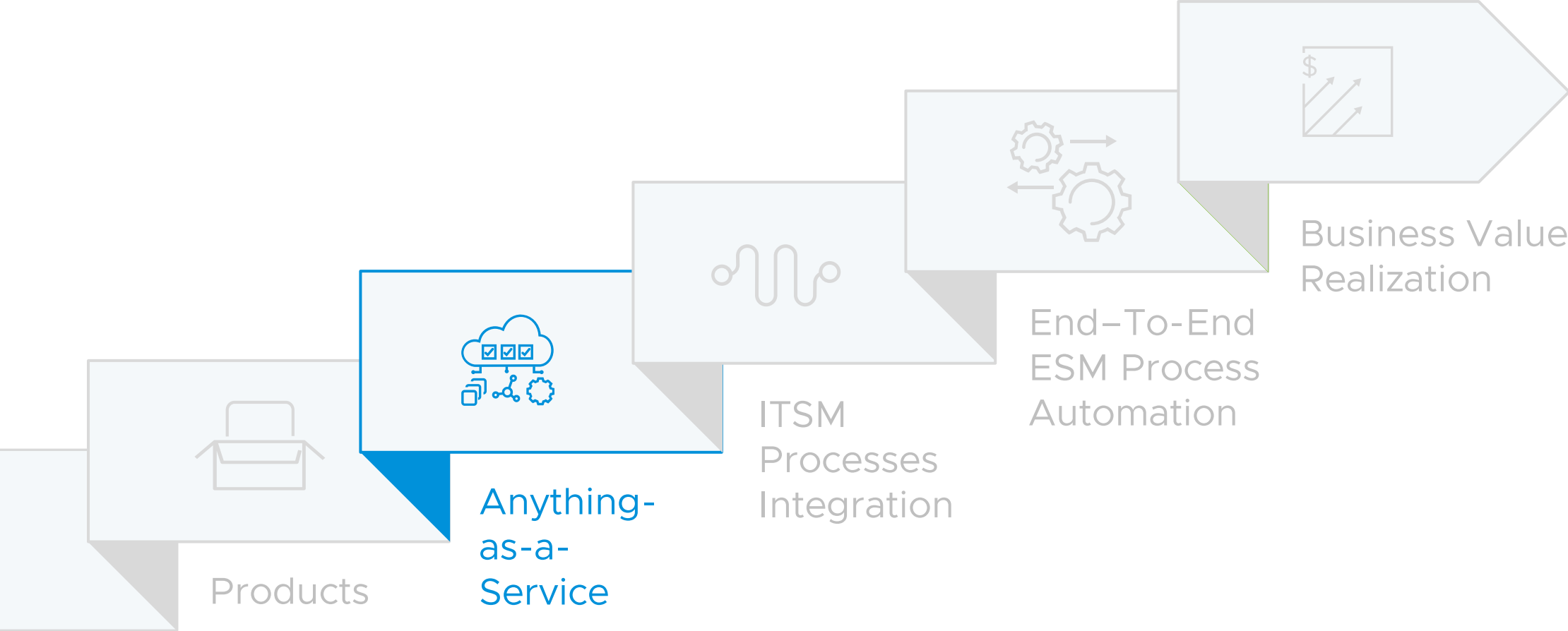
# Enterprise Organization Efficiency Journey



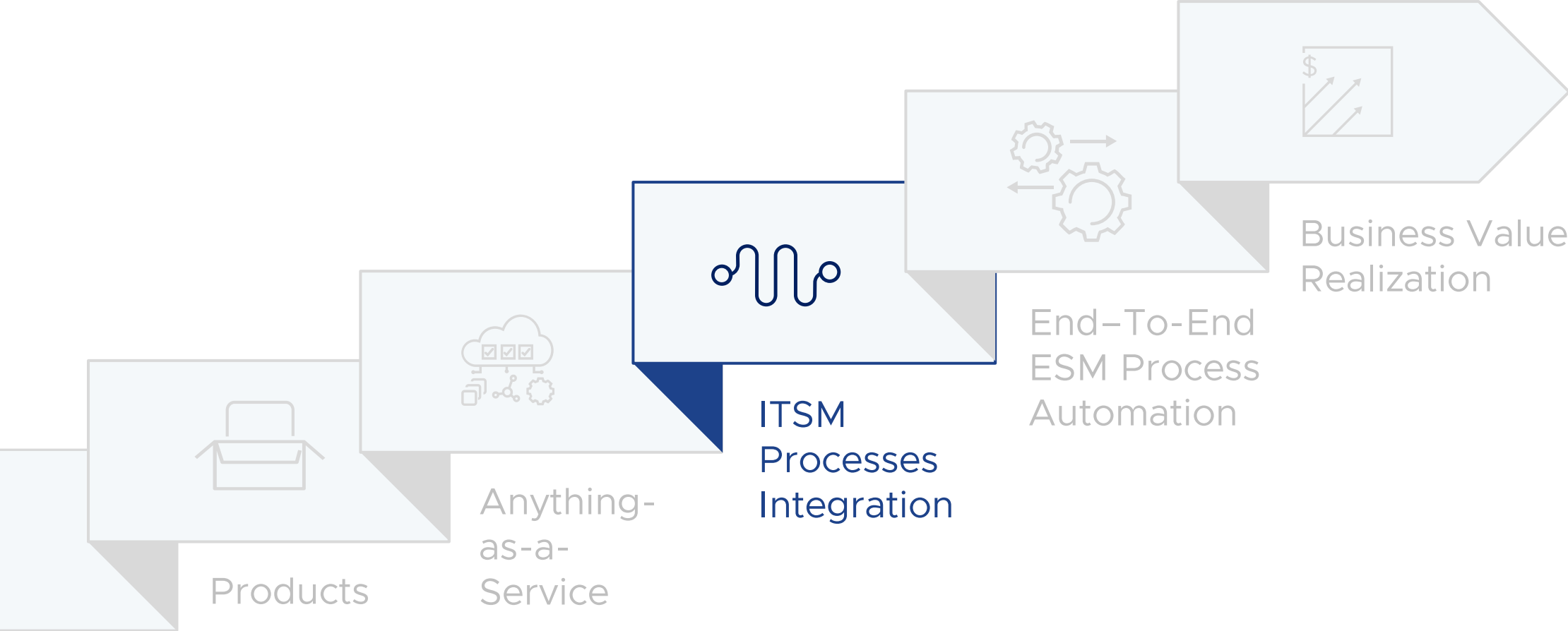
# Enterprise Organization Efficiency Journey



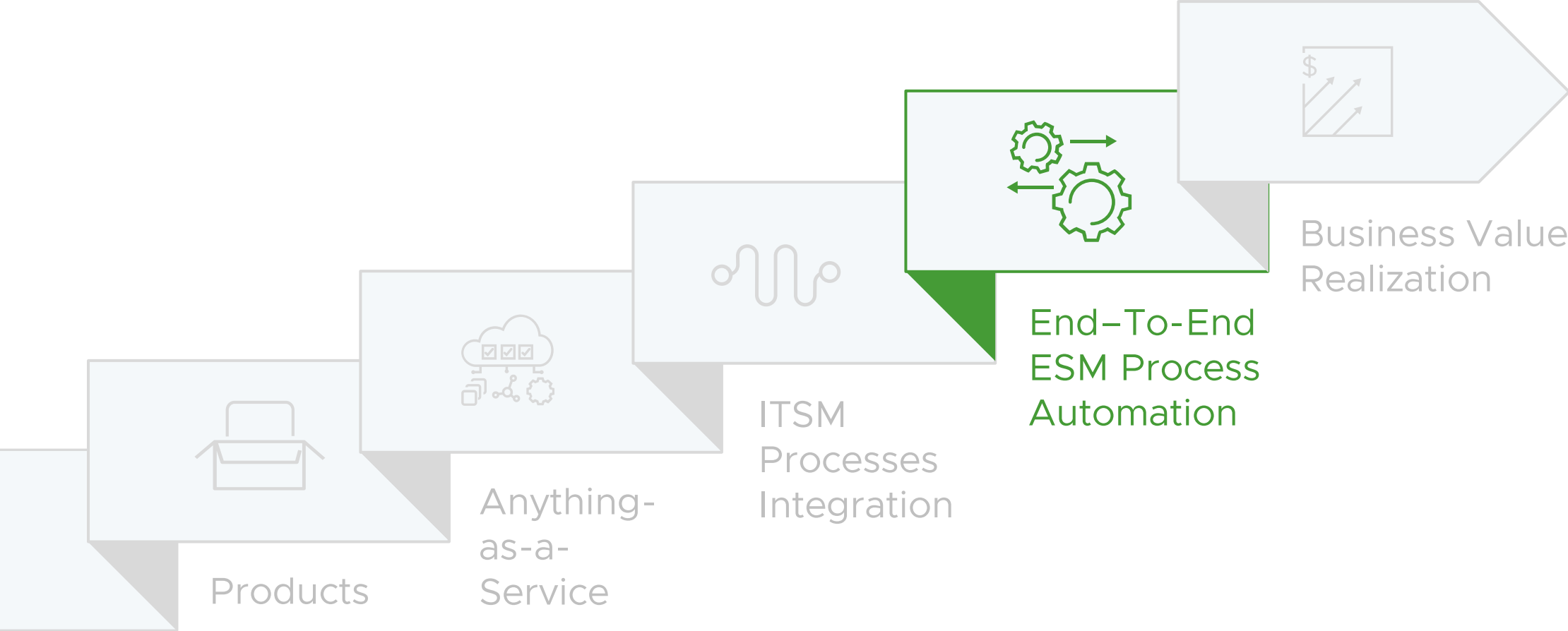
# Enterprise Organization Efficiency Journey



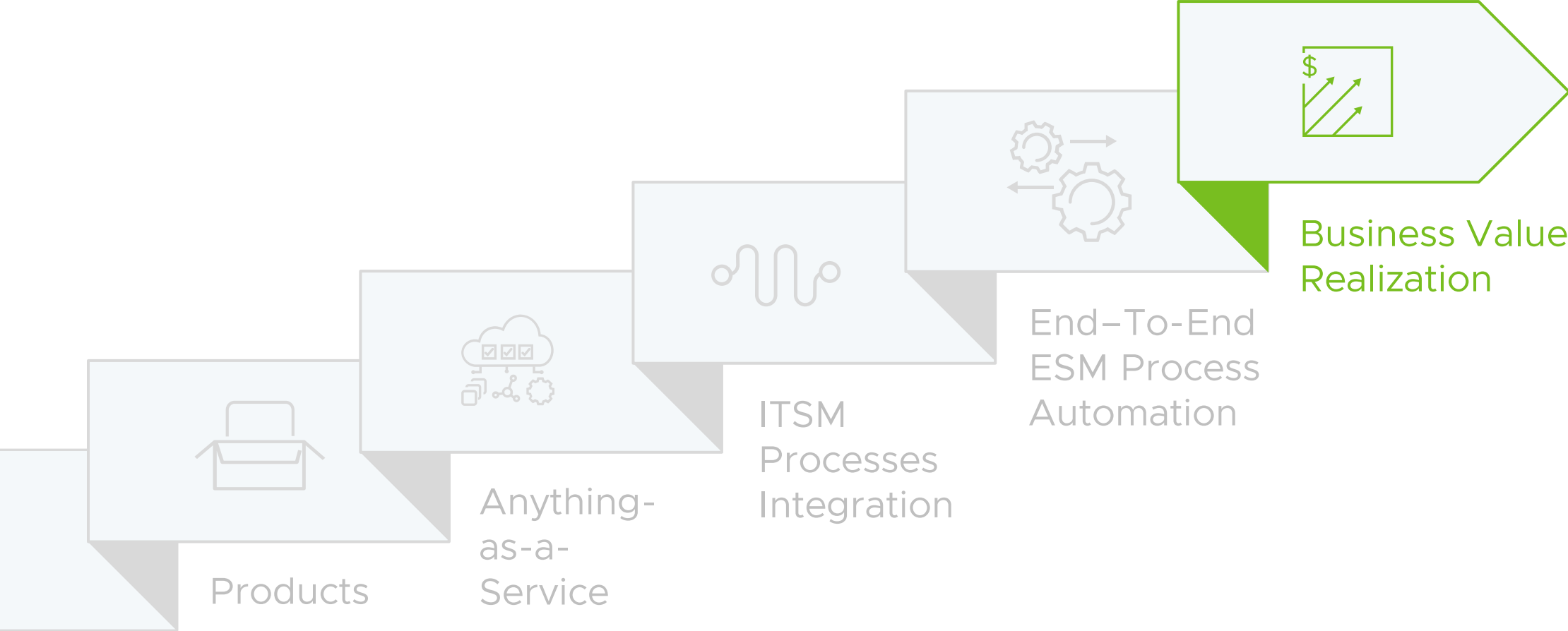
# Enterprise Organization Efficiency Journey



# Enterprise Organization Efficiency Journey



# Enterprise Organization Efficiency Journey



# Business Cases

# Automated Cloud Services

Service provider consulting company

## Sales Engineering Team Need

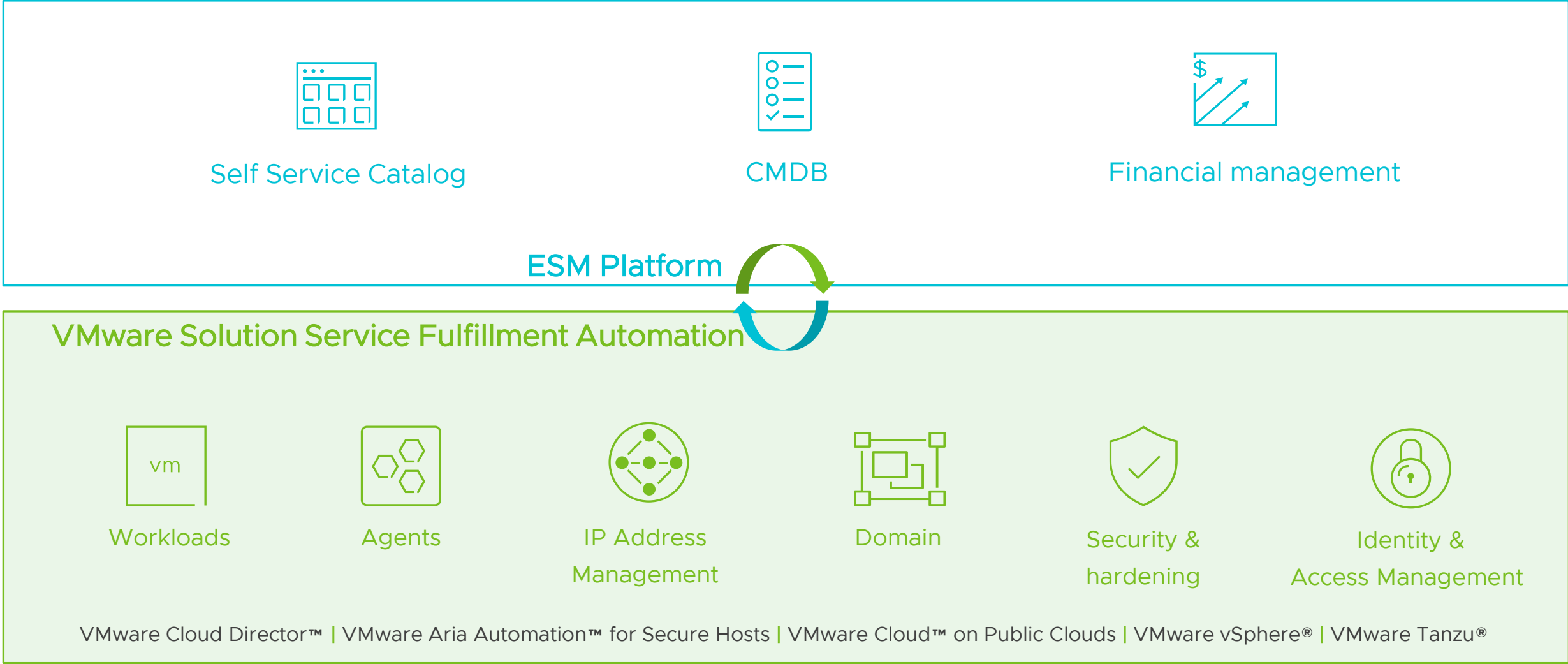
Environment Creation | Accommodate Client Requirements

## Enterprise Service Management Systems

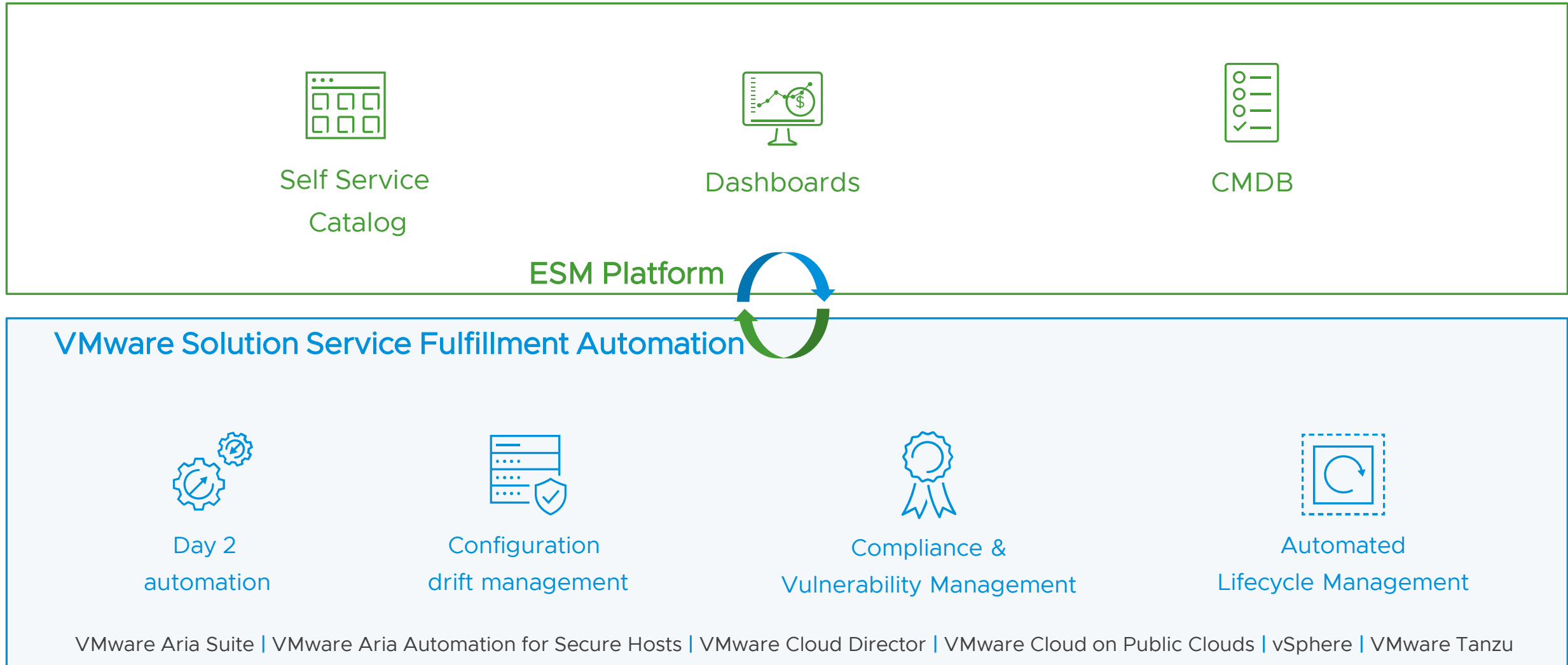
ITSM | IDM | CRM



# Automate Cloud Services Demand – Provisioning



# Automate Cloud Services Demand – Ongoing Operations



# Enterprise Compliance and Security Management

Process for adding new applications in a global organization

## Marketing Team Need

Unauthorized Software | License Request

## Enterprise Service Management System

ITSM | Procurement



# Enterprise Compliance and Security management



Service Request Management



Advisory board



Procurement

ESM Platform



VMware Solution Service Fulfillment Automation



Policy Management Automation



Software Asset Management Automation

VMware Workspace ONE® | Carbon Black® App Control™ | VMware Aria Suite™

# Customer Success Story



# Mission Control App

# Customer Success Story

# Regional Cloud Service Provider

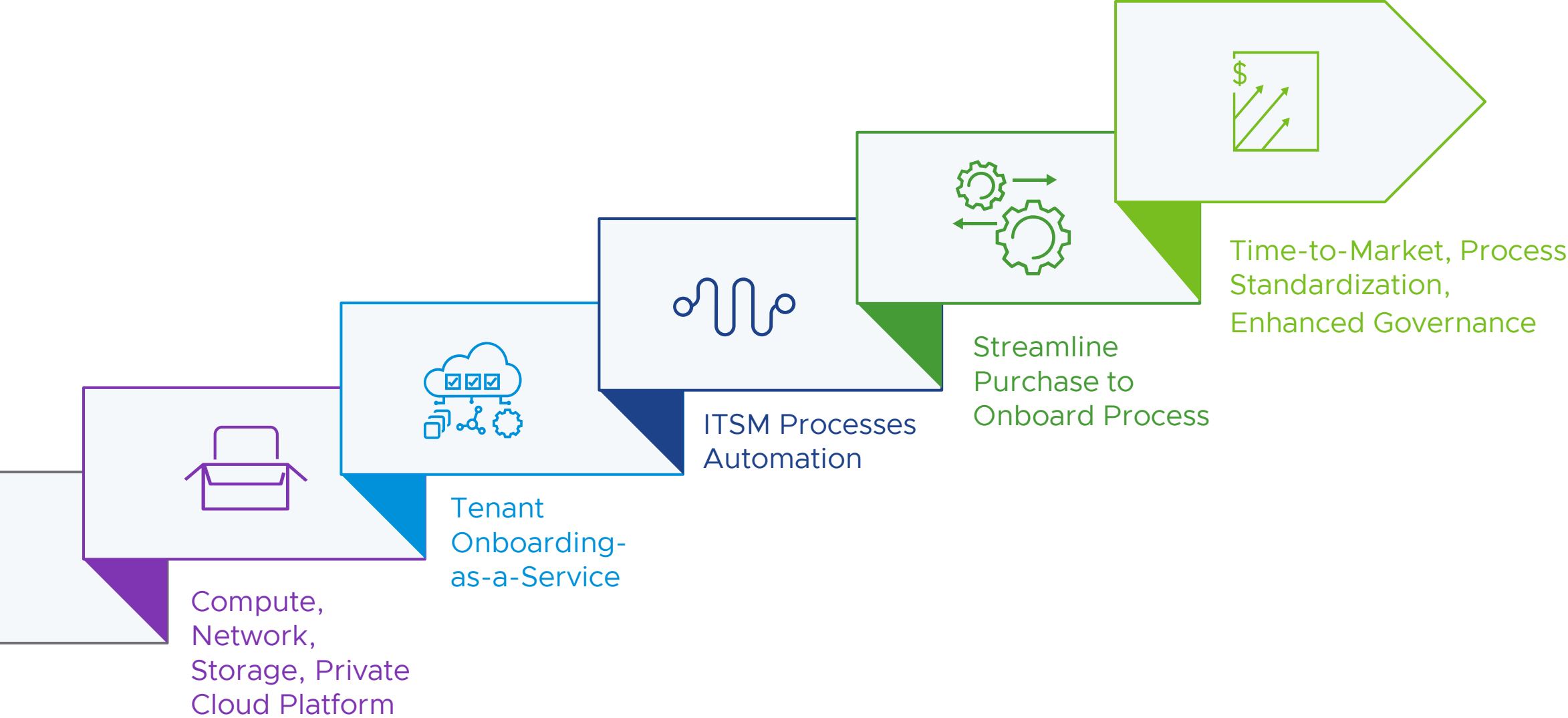
Data center services and private cloud consultancy

Time-to-market delays, caused by problems encountered during client onboarding, due to:

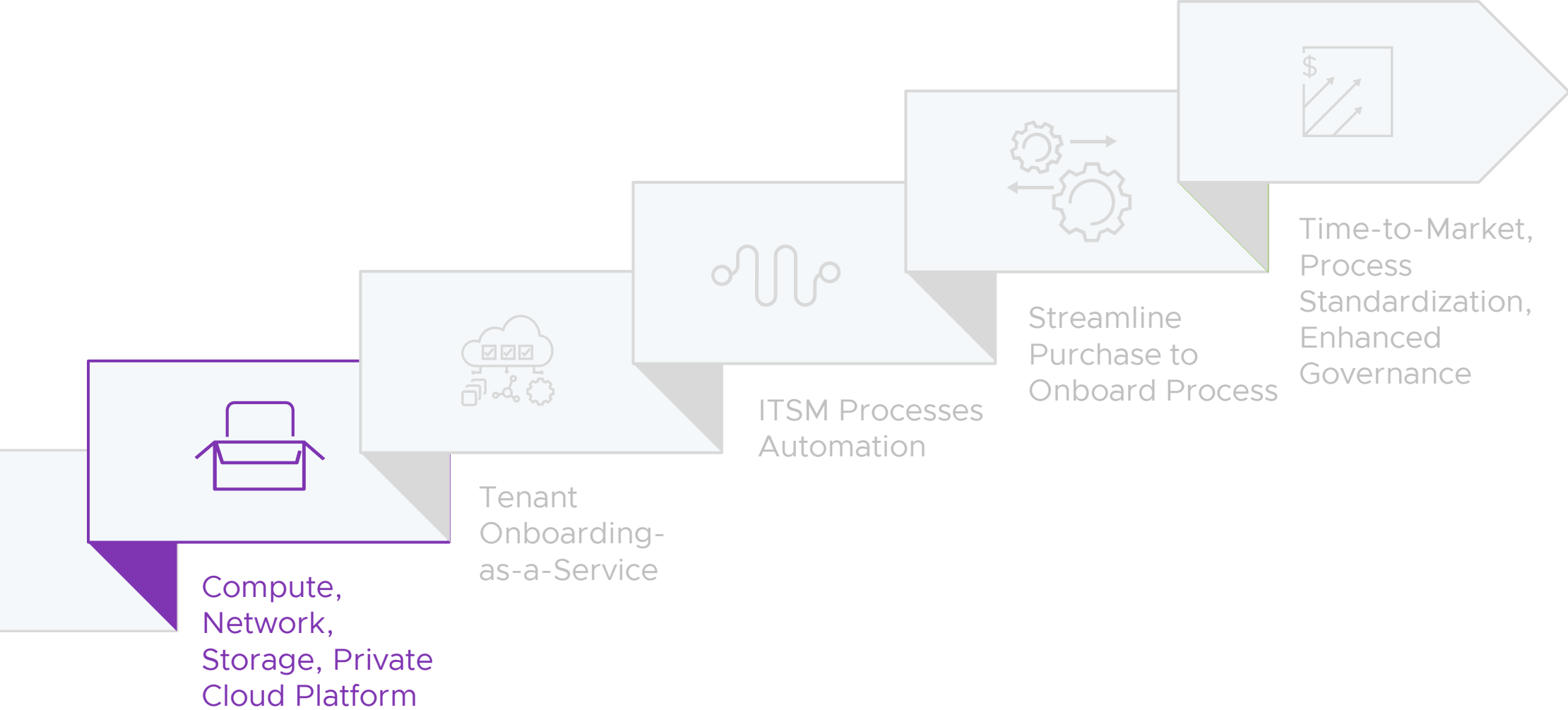
- Complex onboarding process
- System configuration complexity
- Activities prone to human-error
- Key-person dependency risks



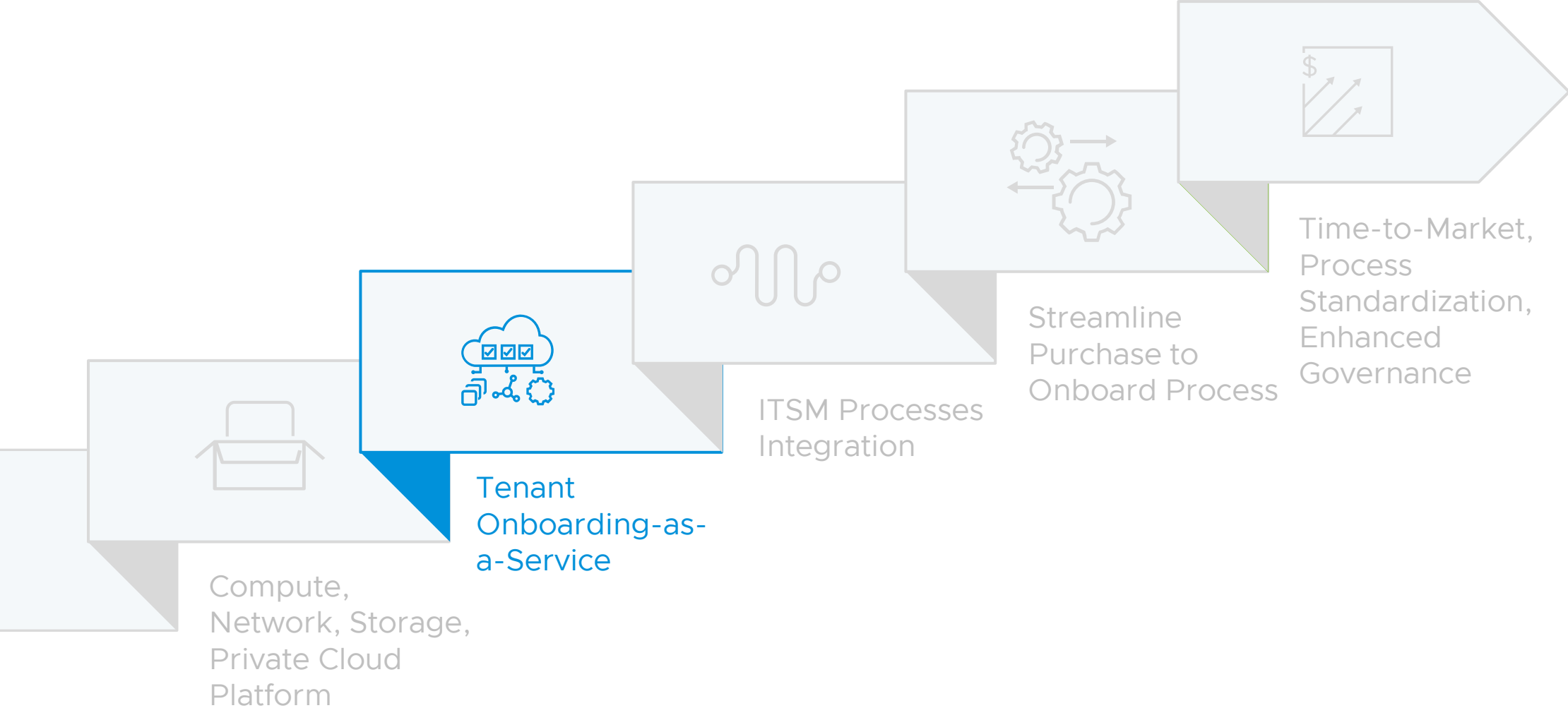
# Improved Enterprise Service Management Efficiency



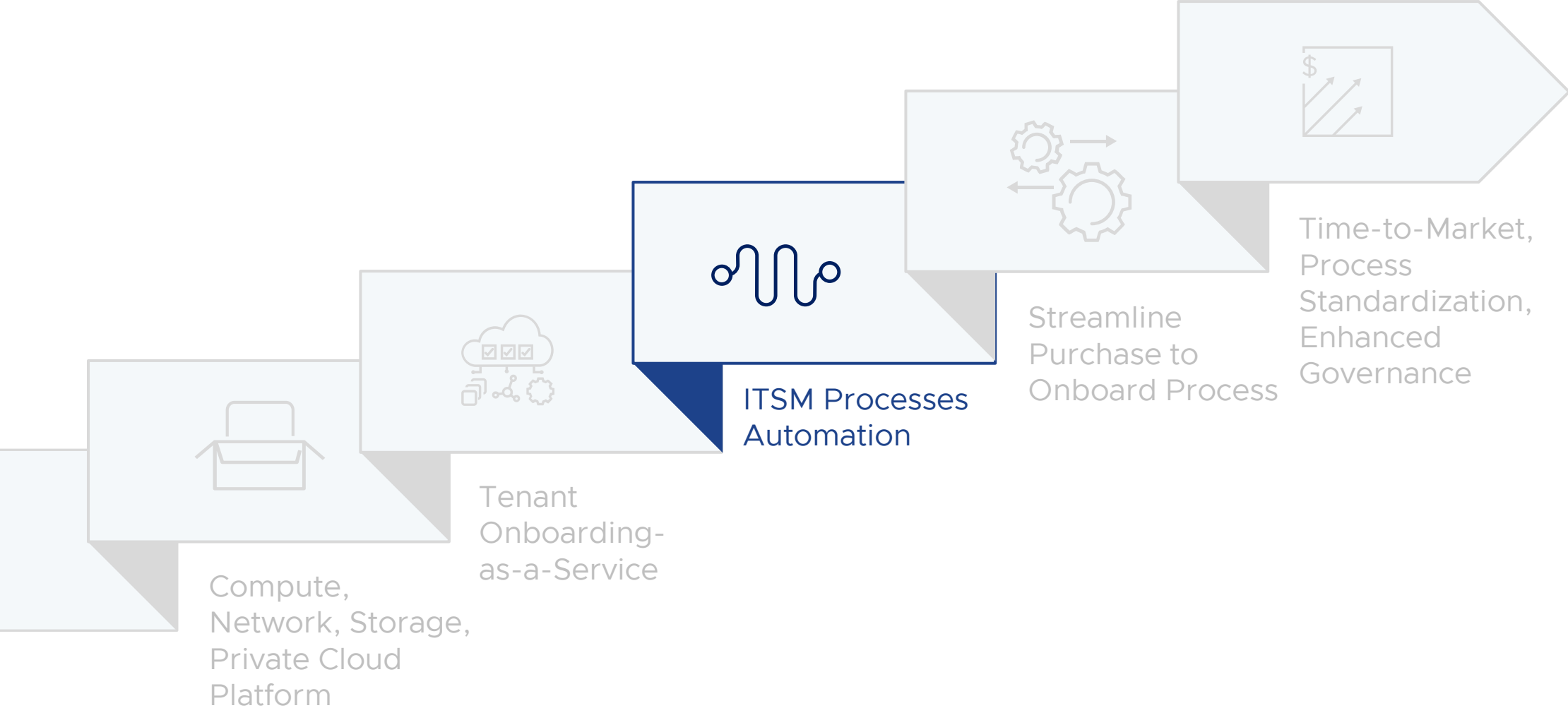
# Improved Enterprise Service Management Efficiency



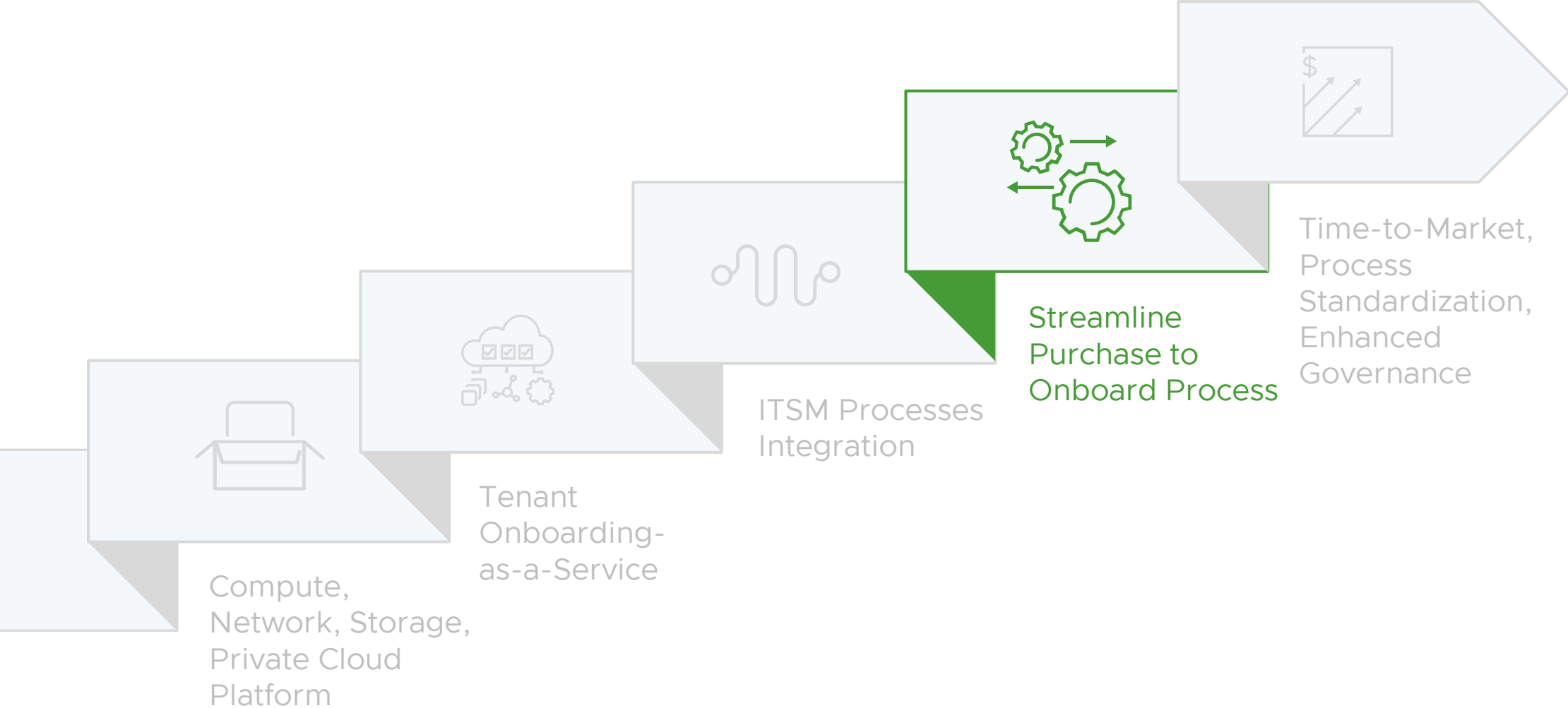
# Improved Enterprise Service Management Efficiency



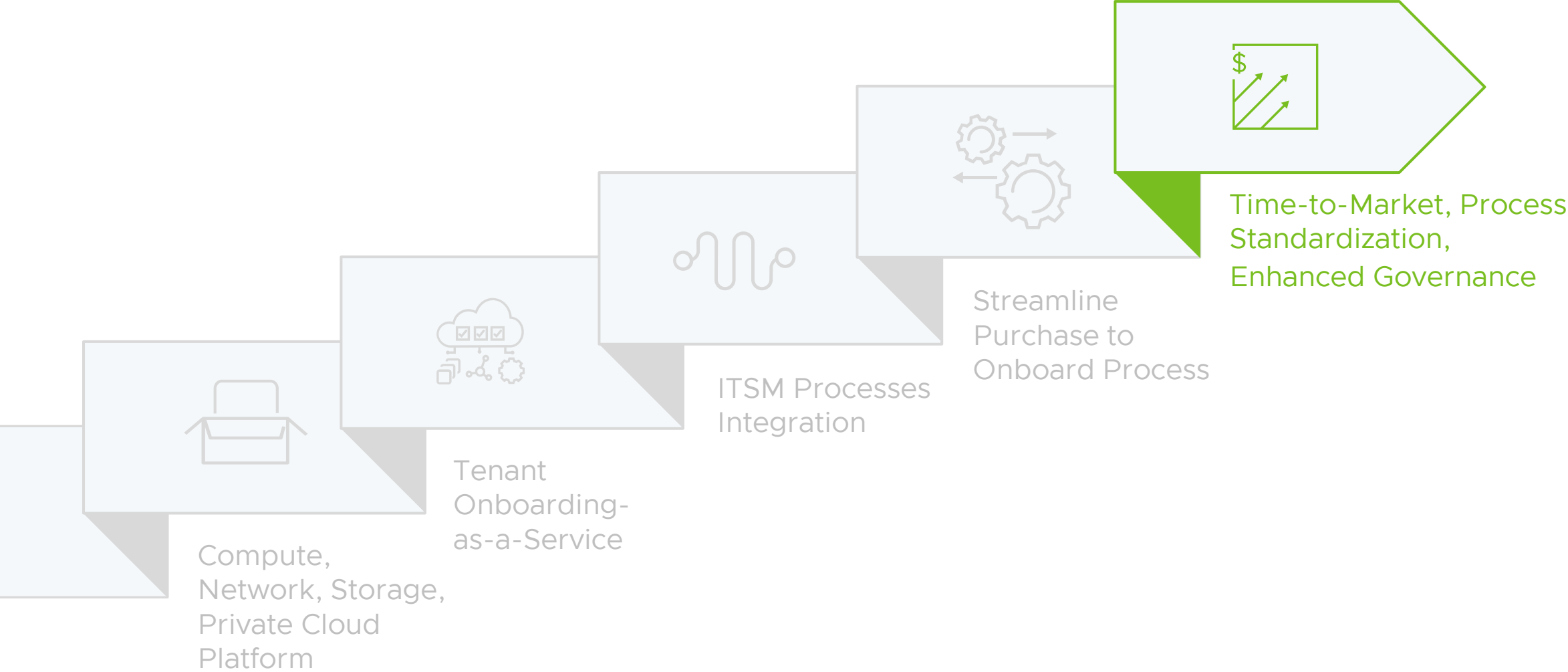
# Improved Enterprise Service Management Efficiency



# Improved Enterprise Service Management Efficiency



# Improved Enterprise Service Management Efficiency



# End-to-End Enterprise Service Management Process Automation

Embrace the power of automation

Drive change within your organization

Let's innovate together



VMware Professional Services Can Help

Thank You

