

From Design to Fulfillment

In delivering cloud services, operational readiness is of the utmost importance. And being *ready* involves analysis, forecasting, design and deployment planning.

N(i)² Cloud Service Management is a next-generation software solution that enables service providers and enterprises to achieve service-readiness by adopting a cross-domain service management strategy. It enables their IT organizations in gaining a clear understanding of the whole service value chain from Service Design to Service Transition and finally Service Fulfillment.

In adopting such a services-oriented top-down approach, IT organizations have recognized the need to implement a cross-domain service management strategy for rolling out their Cloud initiatives. N(i)² Cloud Service Management enables this by not only providing a holistic view of the full stack of the IT domain, but also by delivering an eye to the location where services are to be delivered, capacity information on power requirements, network access and bandwidth requirements to ensure service levels are adhered to.

N(i)² Cloud Service Management oversees cloud services with the following capacity:

- Design consistent services, ready for delivery;
- Enable faster provisioning of cloud services;
- Offer a self-service portal driven by a service catalog.

Service Catalogs

Now that the infrastructure is more dynamic and involves virtualization and cloud (private, public or hybrid), the list of services has increased and has become more complex. Services are more sophisticated and include temporary or permanent usage of cloud storage, computing, applications and software, etc.

N(i)² Cloud Service Management brings forward Service Catalogs which play a pivotal role in accelerating the IT Service delivery process as well as in addressing the consistency issue by

assisting the business with an understanding of what services they can rely on in order to achieve their desired business outcomes.

These Service Catalogs describe a business and technical service, while defining its service level, standardizing the service make-up, defining its delivery processes, and being configured based on the current infrastructure and appropriate service levels. N(i)² Cloud Service Management's catalogs bring results in the following areas:

- ☑ Business agility and responsiveness;
- ☑ Reduction in complexity with clear descriptions based on a layer of abstraction;
- ☑ Consistent and predictable outcomes and support to IT organizations in moving toward integrated, optimized technologies.

Service Fulfillment

Service fulfillment has been transformed by the customers' pressure for rapid response and the adoption of on-demand services. N(i)² Cloud Service Management helps IT organizations prepare for service provisioning by having the processes and tools in place. N(i)² Cloud Service Management empowers IT organizations to do this as it provides insight on customer services by leveraging service documentation (Service make-up, SLA, stakeholders, cost...). N(i)² Cloud Service Management encompasses the following features:

- ☑ Visibility on capacity in order to select the optimal service implementation option;
- ☑ Orchestration to reach appropriate levels of automation of service fulfillment and to shorten significantly time to deliver services;
- ☑ Flexible, role-based and policy-driven self-service portal to enable customer autonomy.

About N(i)²

N(i)² is an innovative and leading technology company that develops and markets cross-domain service management software to proactively manage the service and infrastructure lifecycles for IT, Networks, Facilities and Cloud domains from a single platform. N(i)²'s unique software provides service providers and large enterprises comprehensive visibility to rapidly provision and effectively deliver services and gain control over complex infrastructure resources in their data centers. N(i)² empowers them to become Cloud-Ready, Services-Ready and Business-Ready. For more information, please visit: www.ni2.com.