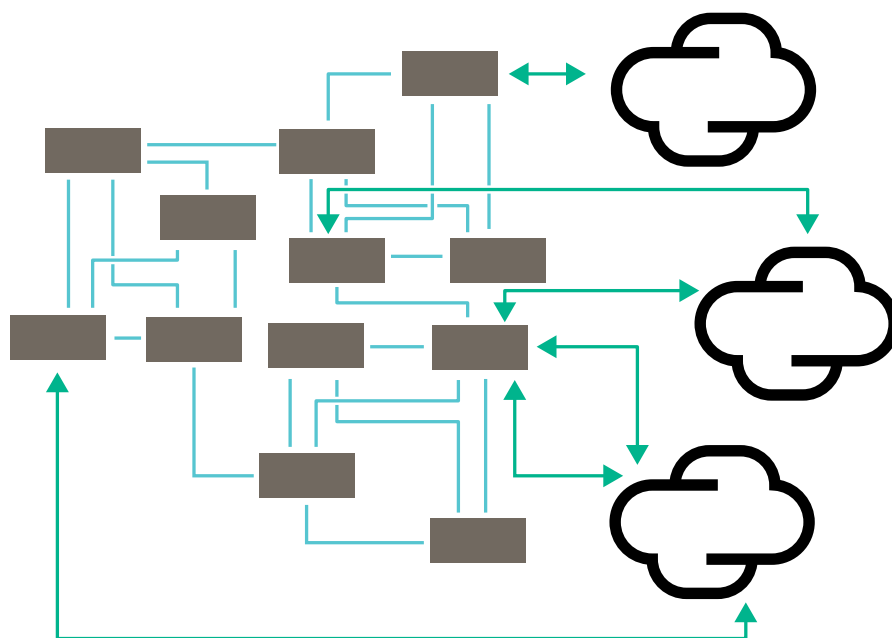


## HPE Propel Service Exchange

Due to the trends where services are provisioned and supplied by different organizations, most large enterprises have multiple service delivery requests and fulfillment systems. In many enterprises, these systems are provisioned and managed by multiple organizations. Based on a number of factors, some of the services are provisioned and delivered on-premise and increasingly some are procured as external services from the cloud. The complexity of the federated model is a serious challenge for IT due to the effort required to build the integrations, monitor the service delivery, and update the environment over time as business changes.



### How can HPE Propel Service Exchange help?

HPE Propel Service Exchange (Service Exchange) addresses this complex problem by offering the option to utilize a micro-service bus to virtualize and integrate the service requestors and on-premise, cloud based, or hybrid service delivery providers. HPE Propel Services Exchange enables the easy integration and quick onboarding of one or multiple service providers. The Service Exchange decouples the service requestor and provider by combining data transformation, connectors or adapters, and the orchestration automation to manage the request workflow. Service Exchange provides the virtual linkages for point-to-point integration and an orchestration function within the solution to enable sending a single request to multiple fulfillment engines providing multi-point integrations. By implementing the Service Exchange for the request functions, it enables the required data transformation and automated service delivery orchestration to control the workflow requests routing to single or multiple suppliers. With the Service Exchange, HPE has provided the architecture for data transformation and routing the one-to-many connections between portal, service catalog, and fulfillment. Fulfillment connectors can be tailored based on your business implementation and processes, expanded quickly by the customer, HPE, or an HPE partner by modifying the existing adapters or creating custom adapters using the common Service Exchange architecture for HPE and non-HPE systems.

## Product overview

The HPE Propel Service Exchange solution includes these product features:

**Out-of-the-box integrations**—The product is offered as an appliance that can be rapidly deployed on the customer's infrastructure. HPE Propel Service Exchange provides integration of the customer portal and catalog with HPE's Service Manager, HPE Cloud Service Automation, HPE Service Anywhere, HPE Operations Orchestration, BMC Remedy, Service Now, JIRA, and in the future other fulfillment systems.

**Integration adapters**—Adapters allow IT to create, modify, and integrate with existing fulfillment systems. Propel Service Exchange comes with several adapters that include predefined canonical data model and customers can implement their own adapters that correspond with their corporate back-end systems. The adapter functions to convert a generic API and data model to the right dialect for specific HPE or third-party applications.

**Content packs**—Provides workflow and data integrations with HPE Service Manager, HPE Service Anywhere, HPE Cloud Service Architecture, JIRA, and Bugzilla. Content packs provide a packaged solution to enable integration with back-end fulfillment systems. The exchange content packs enable virtualization of the transaction data required for service catalog and fulfillment requests including the reference data such as contacts and locations to support the request process without duplicating the data. You can change the existing packs to adjust to your implementation or create a new content pack.

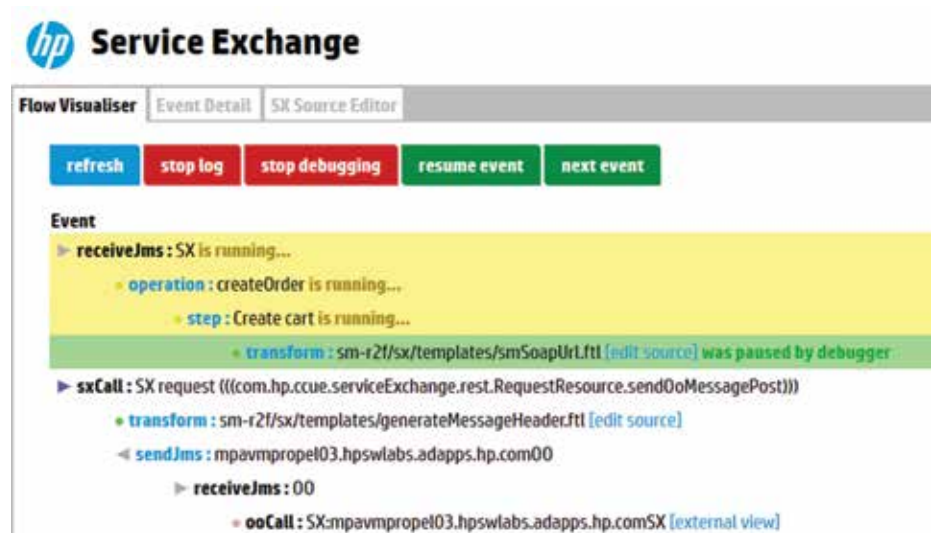
**Orchestration**—HPE Service Exchange includes an operations orchestration (OO) run time engine to support authoring, deployment, and administration of automated workflows. An out-of-the-box workflow is supplied with the system. Customers can tailor these using an intuitive drag-and-wire capability to design, create, and customize flows with little or no programming skills.

**Message broker**—Provide queuing and routing feature to send messages to the appropriate adapter. Provide support for routing one-to-one and one-to-many based on workflow design. Routes messages whether on-premise or through the cloud using an event driven architecture.

The system provides a core data model build based on input from the HPE customers called the universal data model (UDM). Using Service Exchange and the UDM, you do not have to create custom point-to-point data translations for the tool integrations. Service Exchange uses the HPE UDM as a core data model and will provide an SDK to map customer data to the UDM.

**Administrator interface**—Provides non-programmatic methods for managing content, customizing the data and workflow to tailor the system to align with the existing back-end systems. The Service Exchange non-programmatic tools are used to accomplish data transformations and workflow management and administration.

**Software Development Kit (SDK)**—Allows customers, HPE services or partners to easily modify the existing integrations or to develop new custom integrations. Service Exchange SDK allows creating or modifying the orchestration flows using the existing Service Exchange adapters. It also allows creating the new adapters for HPE or third-party products. The SDK is embedded in the administrators UI and the developer can easily access the visualized integration flows across REST operations, OO flow, JMS messages and Free Marker templates. It provides the instant source code change and reply and includes the developer debugging capabilities via breakpoints, pause, continue, go next, etc.



## Key benefits

HPE Propel Service Exchange provides many key benefits including:

- Establish a starting point for integration and management of all IT services whether it is a traditional on-premise, private cloud, managed cloud, or public cloud environment
- Support data in disparate system locations and enable support for transaction level integration of data
- Enable support for multiple data formats and provide a non-programmatic method of managing and customizing the data transformations
- Eliminates duplication of data based on the integrations with existing catalog and fulfillment systems
- Easy to deploy and modify out-of-the-box adapters for HPE Service Manager HPE Cloud Service Automation, HPE Service Anywhere, BMC Remedy, Service Now and JIRA products for request and service fulfillment
- Flexibility to tailor and align workflow process based on business requirements
- Decrease time to deploy, increase innovation, and improve business to IT alignment with out-of-the-box deployment of the service request and fulfillment systems
- Flexible and extensible to permit quick onboarding of multiple service providers. HPE Propel provides a message bus approach to enable integration with HPE and third-party fulfillment systems
- Eliminates the overhead of provisioning and maintaining point-to-point connections. Data can be exchanged between custom sources, third-party applications, and HPE Software applications

## Resources

For more information, go to:

[HPE Software Communities](#)

[HPE Live Network Communities](#)

## HPE Services

Develop your vision, strategy, and roadmap for your HPE Propel Service Exchange implementation by working with HPE Professional Services. The following are examples of the available service offerings that will assist customers and accelerate your implementation of the HPE Propel software.

### HPE Education and Solution Management

Enabling customer success and solution adoption by providing the user training and post implementation services needed by customer staff to increase their productivity with the solution set.

For more information, go to **HPE Software Services** [hp.com/go/hpsoftwareservices](http://hp.com/go/hpsoftwareservices).

## HPE software support

Get the most from your software investment. We know that your support challenges may vary according to the size and business-critical needs of your organization.

HPE provides technical software support services that address all aspects of your software lifecycle. This gives you the flexibility of choosing the appropriate support level to meet your specific IT and business needs. Use cost-effective HPE software support to free up IT resources, so you can focus on other business priorities and innovation.

HPE Software Support Services gives you:

- One stop for all your software and hardware services saving you time with one call 24x7, 365 days a year
- Fast answers giving you technical expertise and remote tools to access fast answers, reactive problem resolution, and proactive problem prevention
- Global reach consistent service experience giving global technical expertise locally

For more information, go to [hp.com/services/software-support](http://hp.com/services/software-support).

## Next steps

To find out more about how HPE Propel Service Exchange can help you build a stronger partnership with business stakeholders, contact your HPE Software representative or HPE preferred partner.

Learn more at  
[hp.com/software/propel](http://hp.com/software/propel)



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