



A Self-Service Portal, Service Catalog, and Lifecycle Management Solution for Desktop, Communications, and Other End-User IT Services

With Cisco® Workplace Portal, IT can more efficiently manage employee service requests—reducing provisioning cycle time, lowering costs, improving user satisfaction, and supporting greater business productivity.

Product Overview

IT departments often have multiple ways for employees to request the workplace services they need, including web forms, disparate older systems, and even manual requests. End users feel hampered trying to access the systems, applications, and devices they need to be productive, and are frustrated with IT as a result.

This frustration is magnified by the consumerization of IT. End-user expectations are being shaped by their experiences with consumer websites and smartphone app stores. Today's

enterprise end users demand a modern self-service experience for choosing workplace technology.

With the Cisco Workplace Portal software, employees have access to a standard catalog of IT services and self-service request management processes through an easy-to-use web-based portal. End users get the IT services they need, when they need them, as well as online updates on the status of their requests. The simplicity and transparency of Cisco Workplace Portal adds significantly to end-user satisfaction and business productivity.

IT also benefits in numerous ways, including lower operating costs, improved governance and policy-based controls, and more accurate capacity planning. In addition, with complete visibility into the lifecycle of each requested service, IT management can manage and allocate its resources more effectively.

Unified Self-Service Portal for Intelligent Automation

With the acquisition of newScale, Cisco Intelligent Automation solutions now include the industry's leading

self-service IT portal, service catalog, and lifecycle management software. This software helps IT departments offer a unified storefront for provisioning services, from desktop services to services for the data center.

Cisco Workplace Portal complements other Cisco products, services, and partner technology solutions for communications, collaboration, virtual desktops, and other end-user IT services. Customers can also license Cisco Cloud Portal to deploy a self-service portal and service catalog for data center infrastructure services and private cloud management.

The companion Cisco Workplace Portal Plan and Build Service provides the expertise, tools, and best practices needed to help ensure a successful deployment, as well as training to enable your staff to confidently add and manage new service offerings as you expand your workplace portal solution.

Using Cisco Workplace Portal software—whether together with Cisco Cloud Portal or as a standalone solution—IT administrators can more quickly and effectively manage service requests for resources running on Cisco or multivendor, cross-platform infrastructures. End users have faster self-service access to the IT resources they need, resulting in more efficient service delivery and improved satisfaction with IT.

Benefits

- Offer a menu of options in a self-service, web-based IT service catalog

- Provide an intuitive, modern user experience
- Provide a consistent way to request all IT services using a unified storefront for desktop, communications, collaboration, and other workplace-related services
- Offer online status updates for requests and manage the lifecycle of each service
- Accelerate the delivery of IT services to facilitate greater workforce productivity
- Improve internal perceptions of IT as a modern, business-oriented service partner

As shown in Figure 1, Cisco Workplace Portal is an integrated solution made up of multiple software components and modules:

- Cisco Portal Manager
- Cisco Service Catalog
- Cisco Request Center

Cisco Portal Manager

As shown in Figure 2, IT departments can provide an intuitive “one-stop shop” for employees, with a highly configurable, flexible self-service portal interface that makes it easy for end users to find and order the workplace technology they need to perform their jobs.

- Branded, personalized IT portal pages and portlets: Cisco Workplace Portal can be easily branded with your organization’s logo, colors, and images. It can be personalized with portlets that display the most relevant information for each user, including current services, service request status updates, and data from third-party systems.
- Greater flexibility and visibility for users: Drag-and-drop configurability makes it easy for end users to configure their own portal views based on their individual preferences, increasing customer satisfaction and reducing reliance on IT.

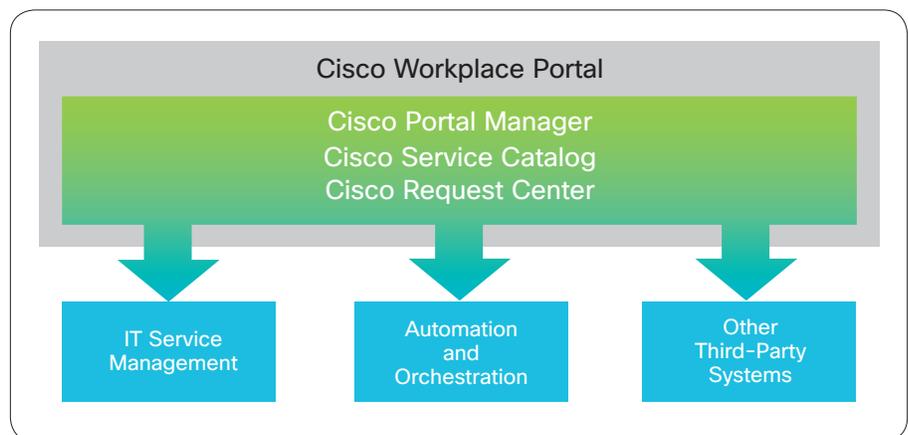


Figure 1 Cisco Workplace Portal Elements

- Role-based access control (RBAC): In an enterprise with multiple business units and thousands of employees, it is imperative that IT have governance and control over what users are allowed to see. With Cisco Workplace Portal, RBAC-enabled portals and portlets enable IT departments to have complete control over who has access to particular content.
- Reduce total cost of ownership (TCO): Even nontechnical IT staff can design services and make changes to the ordering and provisioning processes, dramatically reducing maintenance time. Cisco Service Catalog eliminates expensive, time-consuming custom programming by providing reusable components, point-and-click service design, and tools to expand your catalog in response to business demand for new services.

Easier, More Efficient Service Request Management

Cisco Request Center can dramatically reduce the cycle time for the ordering, approval, and fulfillment processes, while maintaining the policy-based controls and governance required for enterprise-class IT management.

- Simple ordering with intelligent forms: With a modern and intuitive interface, IT can make it simple for end users to find and order the right services from the catalog. Cisco Request Center includes advanced capabilities that simplify the ordering process, such as prefilled user information on the order form, guided configuration, comparisons of service options, and dynamic pricing based on end-user selections.
- Self-sufficiency for end users: Whether setting up a new system for a new employee, upgrading a laptop for a mobile worker, or requesting IP communications, end users can quickly and easily find and order the services and devices they need to do their jobs. After a request is submitted, Cisco Request Center can further reduce reliance on IT by providing on-demand updates and fulfillment status for end users.

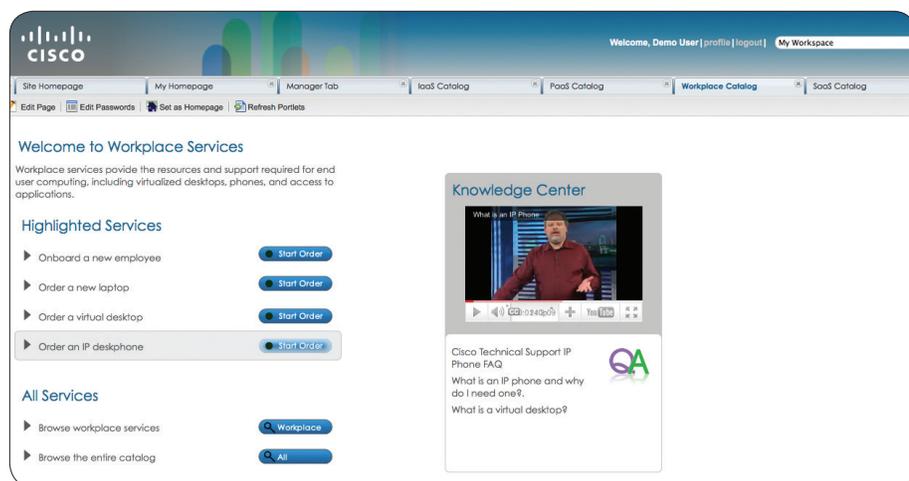


Figure 2 Cisco Workplace Portal Presents a Modern Face for IT, Providing End Users with a Simple, Unified Interface for Ordering IT Services.

Cisco Service Catalog

With Cisco Service Catalog, you can quickly create an actionable service catalog that expedites end-user requests for workplace-related IT services by providing controlled access to IT resources in an online menu of standardized service options.

- Standardize IT services: Create and publish a menu of standard service offerings, including descriptions, service levels, images, pricing, business rules, service request workflows, and other important attributes. This content is also reusable, so you can easily apply common attributes to other end-user service requests.
- Manage user entitlements: By synchronizing with enterprise directories and single sign-on, you can manage entitlements across different roles, functions, and geographies for end users spanning multiple business units. IT administrators can determine, based on roles and functions, who sees particular services in the portal and who can order particular services.

Cisco Request Center for Workplace

After services have been defined and published in Cisco Workplace Portal, Cisco Request Center provides both request management and lifecycle management for end-user IT services.

- Policy-based controls and approvals: During the ordering process, IT can enforce service choices that comply with operating policies, security controls, and cost constraints. The automated approval engine within Cisco Request Center can also help streamline end-to-end service delivery cycle time and eliminate or discourage nonstandard requests that may require multiple levels of approval.

Lifecycle Management for Service Requests

With Cisco Workplace Portal, IT administrators can track and manage each service throughout its entire lifecycle. This capability provides greater transparency as well as more control, helping IT reduce costs and optimize use of existing resources.

- **Accountability and auditability:** Cisco Request Center provides a record of all requests for physical items, such as end-user computing devices, and intangible items, such as desktop software and systems access. Visibility into these proliferating items can simplify maintenance, governance, and asset management.
- **Updates and changes to requested services:** While most service request systems focus on the ordering and fulfillment steps, ongoing subscription management is equally important. With Cisco Request Center, you can effectively govern and manage the items associated with each service request, while end users can track their orders online and make changes or updates over time.

- **Reduced cost and risk:** Track ownership and expiration dates for requested service items to recover or decommission them at the appropriate time (for example, return computing devices and turn off access to systems when employees leave the organization). Effective management at the end of the lifecycle process can reduce security risk and save millions of dollars.

Cisco Workplace Portal includes the Cisco Request Center Service Link module for integration with third-party systems. This feature provides the capability to interface with and preserve existing investments in other tools, including help desks, configuration management databases (CMDBs), and run-book automation systems.

For additional service connectors, integration adapters, and advanced orchestration capabilities, you can license Cisco Tidal Enterprise Orchestrator. You can also license Cisco Cloud Portal to deploy a self-service portal and service catalog for data center infrastructure services and private clouds.

The Cisco Difference

Cisco is the worldwide leader in networking solutions that transform the way that people connect, communicate, and collaborate. With the acquisition of newScale, Cisco Intelligent Automation solutions include the industry's leading self-service IT portal, service catalog, and lifecycle management software. The result for Cisco customers is greater agility, speed, and efficiency, shortening IT cycle times from weeks to minutes, reducing costs by 30 percent or more, and improving user satisfaction with IT.

For More Information

- Information about Cisco Intelligent Automation and the newScale acquisition can be found at <http://www.cisco.com/go/newscale>.
- Additional information about Cisco Workplace Portal can be found at <http://www.cisco.com/go/workplaceportal>.



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