

Front Office for Cloud

Self Service cloud provisioning made easy

The Challenge

Being an IT organization is challenging at the best of times. If maintaining a high-level of service to customers is hard enough, today's IT consumer has never been so demanding. Having immediate access to corporate data and systems /environments enables your business customers to be more productive and gain a competitive edge in their market.

Cloud and Virtualisation has brought huge benefits to IT and the business consumer, both enjoying gains in agility and productivity. New environments and applications can be made available in minutes rather than days and weeks and customers can 'pick and choose' from an array of Cloud and Virtualisation solution providers and technologies.

Equally, Cloud and Virtualization has brought new challenges for the IT organization and the business to manage:

- IT can lose control as business users provision cloud resources direct
- Cloud resources can remain active and unused resulting in waste. If not managed properly, cloud resources can become a security issue
- Cloud resources can be requested and activated without internal approval and vetting, leading to duplication and waste
- Cloud resources are frequently not backed up properly
- Each Cloud platform vendor has their own proprietary self-service portal, removing the opportunity to standardize the user experience and reduce waste



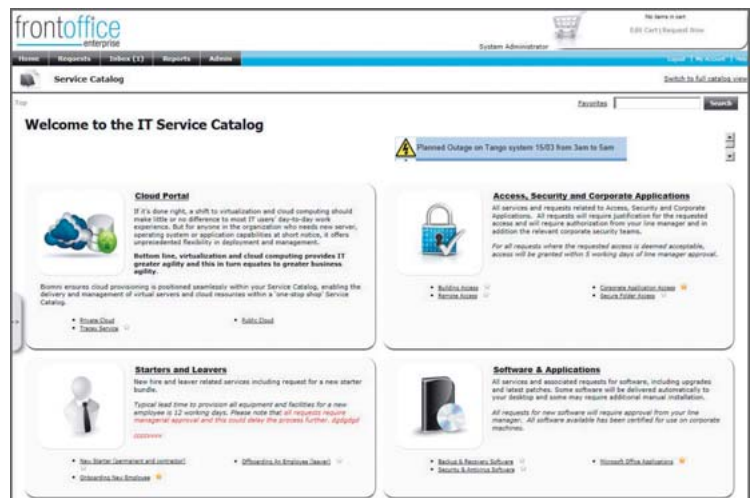
IT responsiveness to new infrastructure needs has improved dramatically with typical provisioning times being reduced from weeks to hours. However when new infrastructure requirements are standard and approved, involving manual tasks in provisioning only adds an unwanted bottleneck and cost that can easily be avoided.

Moreover, business users increasingly feel empowered to make their own choices. IT faces the challenge of providing an intuitive self-service portal with the necessary controls to enforce correct entitlement rules whilst also enabling the desired automation.

The Solution

Biomni Front Office provides a ubiquitous consumption and governance layer to your Cloud and Virtualized services. It enables IT organisations of any size to manage and present their service offerings within in a single self-service portal with a familiar shopping cart driven user request experience.

With our flexible approach to integration, Front Office becomes the single portal for all your services, providing a consistent experience and process for the consumption of IT services across your chosen public and private cloud platforms. Front Office aggregates multiple Cloud solution into a single portal, offering a consistent experience to the consumption of Cloud IT Services make is in-line with leading consumer self-service platforms (e.g. Amazon.com or iTunes).



Approval routing, fulfilment workflow and performance measurement ensure requests raised via Front Office are correctly approved by the business, efficiently fulfilled, and effectively measured.

Biomni offers orchestration and seamless automation of a wide range of storage, virtualization, cloud and data center provisioning activities. This makes it easy to:

1. Define cloud based Infrastructure, Platform and Application service offerings
2. Incorporate them into a single consolidated self-service shopping cart interface
3. Integrate and automate fulfillment activities to your chosen platforms
4. Reduce provisioning times from days to minutes
5. Ensure requests are correctly authorised by the business
6. Handle time limited lease of cloud resources to gain control over the ever increasing sprawl
7. Gain greater demand transparency for cloud services

Proven Integration

Biomni provide a suite of adapters that simply plug into your Front Office solution for seamless integration to your chosen cloud platform. Below are some of the adapters available.



As a member of the VMware Technology Alliance Partner Program Biomni provides seamless integration to VMware vCenter to enable automated provisioning of virtual machines directly from the Front Office Service Catalog.



As a member of the AWS Solution Providers Program, Biomni provide an integrated Cloud Service Catalog solution for the publication, request, and automated delivery of AWS residing applications and infrastructure.

<https://aws.amazon.com/solution-providers/isv/biomni>



HP Cloud Services provide cloud infrastructure using Openstack™ technology for storing, hosting and developing data and applications with ease.

Biomni have partnered with HP Cloud Services to offer a fully integrated and intuitive self-service experience to their industry level cloud services.

<https://www.hpcloud.com/partner/biomni>



Rackspace provide cloud infrastructure using Openstack™ technology for storing, hosting and developing data and applications with ease.

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Biomni support the Openstack™ API and have adapters to provision and de-provision cloud services.



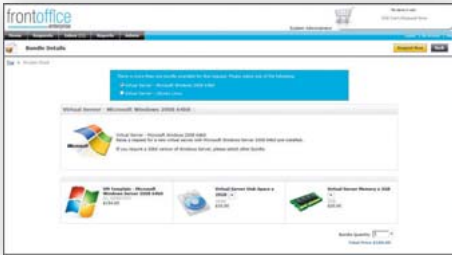
Biomni support the CloudStack API and have adapters to provision and de-provision cloud services.



Biomni support the IBM Smartcloud API and have adapters to provision and de-provision cloud services.

Use Case 1

VMware provisioning



Front Office now provides an intuitive but controlled means by which end users can manage (create, delete, reboot etc) these VMs.

Existing VM templates are synchronised to the Front Office Service Catalog in a number of ways depending on customer preference. Most typically they can be incorporated into appealing Front Office bundles. The advantage of this approach is that additional options can be presented to the user such as desired memory, storage, and additional software. Item level pricing can also be displayed. These additional options can be automatically applied to the VM following creation.

Use Case 2

Public Cloud provisioning



Front Office provides the end user with the ability to provision and manage servers in the public cloud, pulling back real time information on server build preferences and giving the end user a standard interface regardless of public cloud supplier.



Use Case 3

Public vs Private Cloud provisioning



A standard entry point for both – simply lay out the information and let your users decide!

Specific approval rules and fulfillment workflow ensure whatever their choice provisioning will be authorized, automated and within supported standards.



About Biomni

Biomni a pioneer of User-Centric Service Catalog and Request Fulfillment solutions. Our mission is to provide the most cost effective, powerful and easily configured Front Office solution for IT departments, transforming them into the agile business partner that today's businesses demand.

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