NetIQ Cloud Manager for Service Providers

The fastest, easiest way to build and manage your cloud

IT service providers live in a highly competitive world. Customers demand high levels of productivity, security, compliance and above all, easy and rapid service delivery—all at competitive prices with 24-hour support. Online consumer app stores have set the bar very high, offering near-instantaneous provisioning and leaving customers wondering why deploying IT services involves so much more time, effort and complexity. Fortunately, NetIQ has the answer.

Product Overview

NetIQ® Cloud Manager builds a secure, compliant cloud computing environment on top of existing enterprise-class virtual environments like VMware vSphere and Microsoft Hyper-V, transforming them into true service-based cloud computing environments—private, public or hybrid. Built from the ground up for massive scalability, NetIQ Cloud Manager is the perfect solution for service providers of all sizes.

Rapid Service Provisioning

Provisioning customer requests quickly is a top concern for most service providers. NetIQ Cloud Manager dramatically accelerates service delivery by automating the workload provisioning process. A transparent request and approval workflow is integrated into the product, ensuring visibility every step of the way, from initial request through deployment. The ability to delegate responsibilities means that processes don't grind to a halt during vacations or unexpected absences.

NetIQ Cloud Manager automatically creates and deploys workloads into the virtual environment based on a service catalog of predefined workload templates. Users can make customized configuration changes such as increased memory or disk space at the time of the request. NetIQ Cloud Manager determines the optimal location to deploy the new workload, or administrators can select from appropriate available virtual resources across production and staging environments.

Secure Self-Service Request Portal

NetIQ Cloud Manager features a rebrandable self-service request portal that customizes itself based on the user's profile. This portal reduces the complexity of the service shopping experience, which in turn reduces support incidents. IT administrators can predetermine which workload templates individuals or groups can select from the catalog and whether they can modify the base templates. The portal interface dynamically displays available configuration options, along with their associated prices, ensuring your customers make standardized workload requests that align with your core offerings and security privileges.

Complete Cost Transparency

With NetIQ Cloud Manager, costs can be linked to nearly all items that are relevant to a business service: workloads; associated resources (virtual CPUs, memory, virtual network cards and disk space); service levels; add-on services and applications; and so on. This creates complete cost transparency for your customers, allowing them to make correct purchasing decisions

SOLUTION
IT Operations Management

PRODUCT
NetIQ® Cloud Manager

NetIQ Cloud Manager helps you create a public or hybrid cloud environment where fast workload provisioning is governed by workflow and resource control. Your customers can order services from a secure self-service portal with complete cost transparency..

without encountering surprises on the bill. But that's just the beginning. Resource Pricing Packages allow you to create predefined bundles of resources, optionally linked to fixed contract periods, so that you can sell these packages at attractive discounts to customers that are willing to sign up for more resources or longer periods of time.

Access Anywhere, Anytime

Cloud Manager provides secure browser-based (HTML5) access to workload consoles, Windows or Linux, without the need to install any terminal services, remote desktop (RDP) or virtual network computing (VNC) client. This allows your customers to access their servers even if they accidentally mess up their network configuration – avoiding unnecessary support incidents.

In addition, your customers can manage their cloud environment right from their iPhone or iPad, using the exclusive rebrandable NetIQ Cloud Manager mobile app. The NetIQ Cloud Manager mobile app is a powerful mobile client for NetIQ Cloud Manager. Virtually every task and action from the web client is available. As Cloud Administrator, you can also generate

reports and even manage user and business groups, workload templates, and service levels. Most importantly, you can actually manage and act on business service requests on the go. Access to virtually every feature of NetIQ Cloud Manager in a mobile app means your team can be more agile and responsive to customers than ever before.

Support for Hybrid Cloud Scenarios

Maybe some of your customers are still a bit wary about cloud computing. That's ok. NetIQ Cloud Manager allows you to integrate your customers' on-premise hardware in your cloud, and present them with a single pane of glass for ordering services in the cloud or on their local hardware. This way they can gradually become accustomed to your new offering, and the flexibility it offers.

Hybrid cloud scenarios are also beneficial for larger service providers that have regional partners with local data center presence. NetIQ Cloud Manager features full rebranding of both its browser and mobile clients, allowing these partners to either leverage the strength of the global brand, use their own brand, or use the brand of the end customer. All this can be done while the end

customer seamlessly consumes cloud and on-premise resources.

NetIQ Cloud Marketplace

NetIQ Cloud Marketplace is an iPad-based quoting tool that your sales force will love to use to quickly and easily demonstrate the value of your offering to prospects and existing customers. NetIQ Cloud Marketplace taps into the NetIQ Cloud Manager catalog and mimics a dazzling, shopping cart style "click-and-buy" retail experience. Quoting cloud services has never been easier.

To learn more about NetIQ Cloud Manager, go to www.netiq.com/cloudmanager.

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