

Managed services – transcript of HP Labs video

Richard Taylor, principal scientist, Solutions and Services Research Center

The Model-Based Analysis Group develops the technologies, the tools, and the processes that enabled businesses to understand what IT infrastructure they need to meet their actual business process needs. The trick is not to do this just once. What we need to do is track business process change and make sure that the infrastructure itself adapts to meet that change.

So the Model-Based Analysis Team have been developing tools that allow businesses not only to understand what their requirements are now, but also to track those requirements, predict changing requirements in the future, and then allow HP Services to introduce infrastructure that will meet those changing requirements before they become critical.

Take Print Services as an example. What we allow you to do is not only manage the number of pages you print, but we ensure that the pages get printed where you want them, when you want them, finished in the way that you need them for every business process you have, from manufacturing through to customer relationship management.

It's critical that as these processes change, we track, predict, and then put into place infrastructure, new printers, new network infrastructure, new servers that will allow your business to grow, your business to meet your customers' requirements. And that's the whole point of Model-Based Analysis. It allows you to monitor, manage, and predict. And monitoring, managing, and predicting are key to the Adaptive Enterprise.

