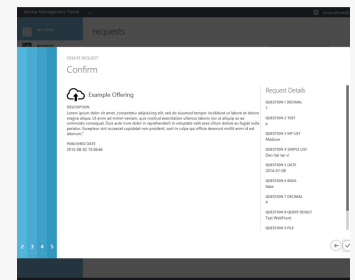# gridpro

Request Management for Azure Pack

Overview

- ⚭ Enables One Portal
- ⚭ HTML5
- ⚭ Multi-language Support
- ⚭ Service Manager Service Catalog
- ⚭ Windows Azure Pack Integrated

We add business processes, custom services, and customer support by integrating Microsoft System Center Service Manager™ with Windows Azure Pack in a unified cloud platform.

Gridpro is a Microsoft Certified Partner and Enterprise Cloud Alliance Member. We help organizations take control of how workloads are provisioned and managed in Microsoft Clouds by enforcing business control and standardization.

Submit, track and update requests in Windows Azure Pack

Challenges

Are you experiencing these challenges in your organization?

"Fewer people managing a growing number of services"

"Processes needing automation"

"Users having to access multiple portals for daily tasks"

"Needing seamless integration"

If the answer is yes, you should definitely take a closer look at Request Management for Windows Azure Pack!

Benefits

Self-Service – Enables users to submit, track, and update incidents and requests

Service Catalog – Publish request offerings to users from the Service Manager Service Catalog

Automation – Using request templates in Service Manager, complex workflows can be authored

Resource Management – Allows users to view and manage native resources as well as custom CMDB resources in a single-pane view

Human Interaction – Allows decision makers to approve requests and implementers to complete their tasks in the Windows Azure Pack portal

Platform Integration – Our integration allows us to take advantage of platform-identity federation capabilities

For more information about Gridpro and Request Management for Windows Azure Pack, please visit www.gridprosoftware.com or contact us at sales@gridprosoftware.com

System Requirements

Operating System

- Windows Server® 2012 or later

Software Requirements

- Microsoft System Center 2012 Service Manager™ or later

- Windows Azure Pack for Windows Server
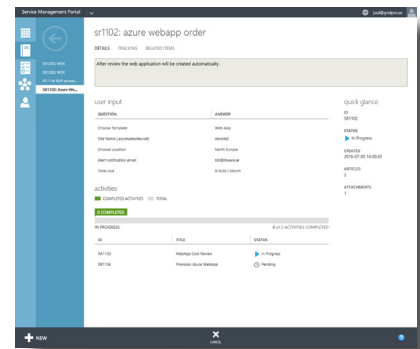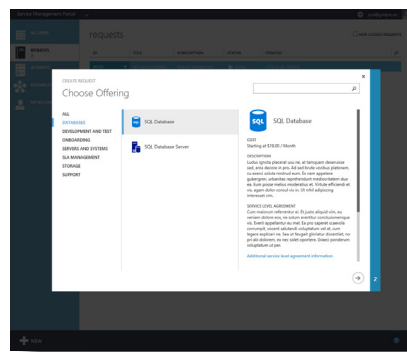
- Microsoft Web Platform Installer 4.6 or later

Hardware Requirements

- 4-Core 2.66 GHz CPU or faster

- 8 GB of RAM or more

- 40 GB of available disk space

Note: These are minimum requirements. For scale-up environments see Windows Azure Pack documentation.

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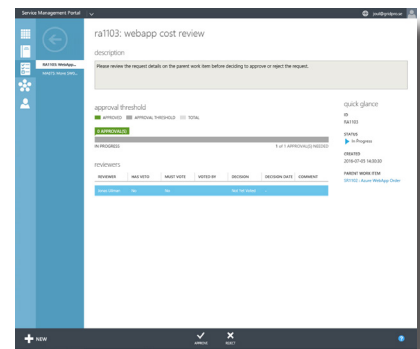
Self-Service

Users can request services and log support requests using intuitive wizards, and track the request progress.

Service Catalog

The integrated service catalog lets users request pre-defined resources and services based on detailed information.

Automation

Using request templates in Service Manager, complex workflows including approvals can be authored. Combined with our cloud automation connector, this allows you to integrate with your SMA runbooks.

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