

# 🗞 gridpro

#### Overview

- 💩 Enables One Portal
- ∞ HTML5
- n Multi-language Support
- Windows Azure Pack Integrated

# Request Management for Azure Pack

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

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# 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



# 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.

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# 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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