The Process-Driven Enterprise Application Store

How to optimize delivery of apps and services to the mobile workforce

Providing employees with quick access to all the business applications and services they need can be a time-consuming and complex process. Enterprises need a rapid, cost-efficient and controlled way to deliver essential apps and services to an increasingly mobile workforce.

Rigid processes and inefficient tools make it hard to efficiently provision each employee with the right applications and services, especially when it comes to onboarding, offboarding and moving staff from one position to another. Compounding this complexity is the rise of bring your own device (BYOD) and the shift to enterprise mobility. Now, businesses must make internal apps easily available to a multitude of devices. Unfortunately, disconnected systems and manual processes do not effectively support this new provisioning environment, driving up time and costs for provisioning employees.

With OpenText, organizations can optimize enterprise app store operations to simplify the process of creating, administering and delivering applications and services. OpenText combines a single, secure platform with its proven business process management (BPM) technology to centrally manage your app catalog and provision users with maximum efficiency.

OpenText can help you:

• Optimize catalog management
• Simplify and streamline employee provisioning on multiple devices
• Effectively control access and use of enterprise apps

KEY BENEFITS AND FEATURES

• Streamline the service delivery process. Intelligent automation orchestrates the entire process—from creating the catalog and setting up users to delivering the right apps and services and coordinating all back-end functions.
• Rapidly deliver apps. Flexible tools make it easy to configure the catalog and offerings to your exact needs across employees, devices, divisions and geographies.
• Reduce servicing costs. Self-service tools allow employees to self-provision and procure from an approved, internal app store.
• Leverage existing technology. Provision anything from anywhere with a technology-agnostic platform that easily integrates and orchestrates across any type of system, software, and device, such as mobile phones.
• Gain visibility into actual expenditures. Automatic metering provides visibility into actual consumption of apps and services, enabling accurate budgeting and cross-charging.
Optimizing App Store Catalog Management

Administering the catalog for enterprise applications can be extraordinarily complex, especially when apps and services are maintained in multiple systems and locations. OpenText delivers a unified platform that simplifies catalog management with a one-stop shop for creating, administering and provisioning apps.

To speed catalog implementation, OpenText facilitates customization via a business-friendly configuration tool and web services. You can bundle applications and services as well as configure the relationships and dependencies between assets to quickly build a catalog to meet your exact business needs.

Because the platform provides a complete view of all apps and services across all departments, channels and geographies, you gain unified inventory management with each provisioned asset managed and modified through the single inventory environment.

Simplifying App Delivery

Enterprises need to rapidly supply the apps and services employees need to get work done. This is particularly critical when employees join, leave or transfer to a new job. One of the best ways to quickly provision employees is through cloud-based self-service. OpenText delivers a configurable self-service portal that gives employees access to all required apps and services.

When an employee orders a bundled set of apps, such as a development environment, OpenText uses intelligent processes to automatically decompose the order. Where dependencies exist, a rules-driven process—with rules easily configured to manage complex relationships and dependencies—automatically checks to ensure the right apps and services are delivered in the right order. These flexible business rules also use real-time data to automate validation during provisioning, such as checking the employee’s status to make sure he or she should have access to the bundle and alerting the appropriate person if problems occur. For each asset, approvals and notifications can be configured as part of the automated process, specifying the action based on such criteria as the level of the participant in the process.

In addition, the platform’s open architecture provides industry-standard extension capabilities to leverage current systems and partner technologies in automated provisioning. In situations where third-party apps and services are needed, cross-system orchestration across internal and external systems enables straightforward processing, with OpenText brokering delivery of the right components from every system.

Using automatic metering, you gain visibility into actual consumption within the app store, enabling accurate budgeting and cross-charging, while a unified dashboard provides visibility into all the provisioning processes to quickly identify issues and resolve errors.

Controlling Access and Use

To effectively control access to enterprise apps and services, OpenText provides robust, role-based controls that are easily configured by employee, department, application, geography or process. In addition, support for single sign-on leverages existing enterprise authentication systems to simplify employee onboarding and off-boarding.

The unified platform offers secure multi-tenancy, which enables common core services to be shared by multiple segments of the enterprise, while supporting the specialized apps and services required for each division, location or new employee, for example. With multi-level visibility, you have complete transparency into the usage chain from the app store through multiple organizations and divisions to the end user.

OpenText offers the industry’s most complete solution for efficient, controlled enterprise app store management and employee provisioning. Enterprises gain exceptional agility to create a one-stop shop for delivering apps and services to employees using multiple types of devices, while at the same time streamlining provisioning to drive costs to the lowest possible level.