



Highlights

- Enables operational efficiency and effectiveness within enterprise IT through your cloud brokerage managed service
 - Helps accelerate hybrid cloud journey by enabling a complete IT-as-a-service model and supporting the entire IT value chain
 - Helps build on existing investments and extend capabilities across service providers
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ServiceNow and vRealize integration for IBM Cloud Brokerage

Enable a seamless hybrid IT and cloud consumption experience with ServiceNow and vRealize integration

Enterprises are adopting hybrid cloud and moving towards a services-based model to keep up with market and technology changes. But planning, buying and managing a hybrid environment is a complex endeavor and can lead to loss of insight, increased risk, and greater inefficiencies. To address these challenges, many are investing heavily in service management and orchestration services. As they advance on their hybrid IT journey, they are looking to extend their service management capabilities across service providers. Integrating these capabilities with your cloud brokerage solution can address your operational discrepancies and drive greater value.

Cloud Brokerage Transformation Services—integration and customization from IBM helps you accelerate your hybrid cloud journey and make the most of your existing investments in service management services by providing simplified, standard or customized integration for vRealize Automation and ServiceNow.

The ServiceNow integration via IBM Cloud Brokerage is designed to:

- Address disparate communication, improve delivery turnaround and reduce costs
- Allow you to personalize IT service consumption and delivery through an integrated service store, IT services marketplace and continuous service delivery platform—for an automated, self-serviced, design-to-order delivery model

The vRealize Automation integration can:

- Extend the scope of the service beyond the VMware software-defined data center into a broad range of additional IT services
- Help accelerate hybrid cloud adoption



Improving efficiency and effectiveness of enterprise IT

This IBM offering integrates existing service management and orchestration processes with cloud brokerage plan-buy-build functions, enabling improved efficiency and time-to-market. With ServiceNow tickets, you can also track activity in IBM Cloud Brokerage and measure process efficiency. Integrating with private cloud platforms and virtualization environments also helps streamline operations. By building and supporting service interfaces or integrations for enterprise-specific service usage scenarios, IBM can boost the effectiveness of your enterprise IT.

Enabling accelerated hybrid cloud adoption

IBM supports a single, consolidated view for service catalogs and synchronized IT assets as part of the configuration management database (CMDB) within the Cloud brokerage portal. IBM uses pre-built, readymade integration packs to help reduce implementation times. By helping align external services with legacy infrastructure and applications, IBM can support the entire IT value chain and enable a complete IT-as-a-service-model.

Helping optimize existing investments and supporting more service providers

IBM provides custom integrations based on your existing investments and also supports simplified integrations of ServiceNow and vRealize Automation solutions as pre-packaged services with identified use cases for both. By helping you extend service management capabilities to more providers, IBM supports you in transitioning to an IT-as-a-service model.

Why IBM?

IBM offers an agnostic approach to brokerage solutions and can work as your trusted advisor to help optimize your cloud spend. Using RESTful APIs for easier integration of existing service management or ticketing systems, IBM Cloud Brokerage solutions allow you to get more from existing systems for the executing orders without leaving IBM Cloud Brokerage platform. IBM helps you unify planning, consumption, delivery, and management to support a multisourced environment on an as-a-service model.

For more information

To learn more about Cloud Brokerage Transformation Services—integration and customization from IBM please contact your IBM representative or visit the following website:

ibm.com/us-en/marketplace/cloud-brokerage-solutions.



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