

HOW TO SIMPLIFY AND ACCELERATE YOUR DIGITAL TRANSFORMATION

Networking, digital workplace and IoT services to harness a more intelligent edge





TABLE OF CONTENTS

How is your digital transformation going?

Mapping your journey

How five customers used the power of the edge to transform their business

Networking services

Digital workplace services

IoT services



Up to **93%** of companies consider intelligent technology key to digital transformation.

– Forrester [Consulting](#)

While **52%** of companies plan to cut or defer investments because of COVID-19,

just **9%** will make those cuts in digital transformation.

– [PwC](#)

HOW IS YOUR DIGITAL TRANSFORMATION GOING?

We all hear a lot about digital transformation today—usually with widely different definitions, descriptions, and claims. Do you understand your goal for digital transformation and what will it do for your business, or is it just another tech buzzword? What can you accomplish by digitizing certain products, processes, and machines? What specific and tangible business results should you expect? And are you on the right path?

Of today's enterprises, 89% are in the midst of digital transformation projects right now.¹ And the pandemic hasn't interrupted this. On the contrary, it has accelerated the trend—fewer than 10% plan to decrease their digital transformation projects in the coming year.² Now is a very good time to carefully evaluate where you want to go with your digital initiatives so you can help your business adapt and thrive in changing times.

HPE Pointnext Services can help. With 15,000 services experts in 200 countries and industry-recognized expertise in IT transformation, we can help guide your business to find the right strategy. We're different because we do things on your terms, with a strong focus on your unique challenges and goals, all while drawing on our experience with other customers like you from around the world.

HPE Pointnext Services is actively helping organizations cope with remote work challenges, improving efficiency, enhancing capabilities, and getting back on-site safely. We are a trusted partner here to accelerate your digital transformation, with a unique multi-vendor methodology.

Now more than ever, you need to move faster and adapt quickly to change. [HPE GreenLake](#) brings the cloud experience to apps and data everywhere, enabling you to adopt transformative technology faster and simplify your operations. [HPE GreenLake](#) delivers public cloud services and infrastructure as-a-service for your workloads—on-premises, fully managed in a pay-per-use model at the edge, in colocations, and in your data center.

¹ IDG, [2018 Digital Business Survey \[White Paper\]](#).

² PwC, [2020 Global Digital IQ](#).



MAPPING YOUR JOURNEY

Digital is the new normal—driving everything from business processes and tools to transformed customer experience. Decisions about digital initiatives are driven by business outcomes and influenced by multiple business and technology stakeholders with different agendas and priorities.

The HPE Digital Journey Map anchors and combines the functional, technical, and economic capabilities and models required to enable your initiatives and fulfill your aspirations. We navigate the Digital Journey Map through the lens of four customer journeys:

1. **Redefine experiences** to increase revenue and productivity with digital engagement.
2. **Gain insight and control** to improve business operations with digitization of the edge.
3. **Accelerate development** by speeding up time to value with cloud-native adoption.
4. **Modernize and move** to optimize service delivery costs with multi-cloud agility.

The edge is where we redefine experiences and gain insight and control.

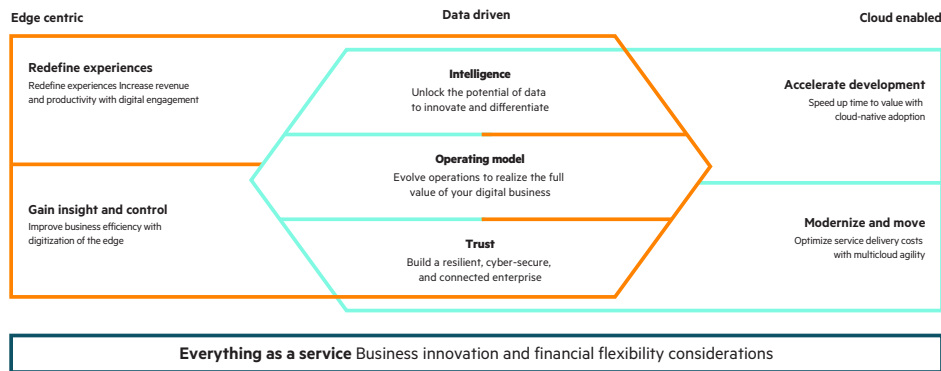


FIGURE 1. Digital Journey Map



SO, WHAT IS THIS TERM “EDGE” ABOUT, AND WHY IS IT IMPORTANT?

“Edge” is where data is generated. It can be a factory floor, an office building, or a sports arena. On one side of the edge, we find the industrial or operations-technology focus; on the other side is the enterprise or IT focus. Edge on the industrial side is composed of factory floors, oil and gas rigs, power substations, and such. On the enterprise side, it is composed of corporate offices, retail locations, and similar sites.

HPE has solutions to help ensure that your dynamically adjusting edge is continuously secure—wherever, whenever, and whatever it is. To create a more intelligent edge, you need the following three components:

- You need **IoT solutions**: solutions that can leverage data gathered from ‘things’ on the edge to solve business problems.
- You need **networks** that can connect the IoT solutions to the rest of the organization in a secure and efficient way.
- And finally, once you have the IoT solutions and the networks in place, you need to take all this and create a **digital workplace** that defines how your employees and customers engage and conduct business.



HOW FIVE CUSTOMERS USED THE POWER OF THE EDGE TO TRANSFORM THEIR BUSINESS

We think the best way to understand how you can digitally transform your organization is to look at real-world examples of projects that achieve results. Take a look at five examples of our customer successes:

Multinational automotive leader increases productivity significantly with new digital workplace

Customer challenge: A global, first-tier automotive company wanted to create a uniform, digital workplace—independent of location—for its 30,000 employees located in 27 countries.

Solution: The company required a comprehensive IT platform to power their strategic digital workplace initiative. The solution was to transfer from an earlier platform to Microsoft Office 365 with tools like SharePoint, Outlook, OneDrive, and Teams. Key to the success of this ambitious project was a comprehensive management of change program led by HPE Pointnext Services migration experts.

HPE Pointnext Services migration experts helped implement the new platform, with an extensive communication and training campaign before, during, and after the transfer—including on-site support on the day of the transfer. Key advantages of the new digital workplace include sharing documents easily via cloud drives, virtual meetings made quick and easy using the Microsoft Teams® platform, much faster access to documents and applications, improved security, and access to data and applications around the clock.





Engineering company enhances digital services for faster time to value

Customer challenge: A multinational engineering company decided to embark on a huge digital transformation spanning every aspect of customer service and internal operations processes.

Solution: The company selected HPE as the strategic partner to architect, establish, and operate the required IT solutions in an as-a-service model. The engineering leader, whose products have a special focus on the world's transformation to sustainability, gained significant business value from the addition of the HPE and Aruba portfolio and extensive services delivered by HPE Pointnext Services. Their new network solution is based on Aruba technology supports two data centers and DC interconnects, is managed via a single GUI using Aruba NetEdit, and provides flow visibility and analysis using Aruba Network Analytics Engine.

During a joint roadmap phase, the teams immediately identified the role of the network as a foundational layer for nearly every step of the journey. Secure connectivity and IoT capabilities played an essential role in the plan. HPE Pointnext Services deployed a secure future-proof, two-layer network architecture without any interruption to ongoing business operations.





Smart cities enable data sharing to meet citizen-centric goals

Customer challenge: Smart cities seek to use data from people, places, and things to automate infrastructure and services. Use cases range from smart parking to smart buildings and smart metering, all the way to citywide video analytics for citizen safety and security.

Solution: HPE is a recognized leader and innovator in helping advance smart cities. Two examples include:

- One HPE Pointnext Services customer relies on command and control centers built into the smart cities framework to gain visibility using mobile apps, video, and audio feeds throughout their city. This integrated view enables policy and decision makers to cross-analyze data from multiple data sources in locations across the city.
- The audio/video, web, mobile apps, and social media capabilities of a smart city can assist greatly with capturing information and coordinating activities. For one of our customers, the city is able to dispatch and coordinate its field workforce (healthcare, police, and sanitization) systematically when a new health case is reported. This customer is also using a mobile workforce app that is part of the smart city deployment to find the nearest field warriors and assign tasks to them.





Sports club creates world's most fan-friendly venue

Customer challenge: A major-league sports club's management was looking for an IT solution partner who could guide and support them through the entire chain of digital transformation. Facing declining ticket sales, the sports club sought to design and build one of the world's most fan-friendly sports stadiums.

Solution: The club's management team partnered with HPE to integrate the entire IT infrastructure, much of which was outdated, and weave innovative digital solutions into the fabric of the fan experience. Management envisioned the most intelligent and technologically advanced stadium in the country—one that would be driven by advanced wireless networking and compute technologies. The goal was to deliver an unparalleled fan experience and, more importantly, provide a robust core infrastructure to support stadium services and maximize operational efficiency.

Solutions included (W)LAN connectivity with Aruba switches and Aruba access points; security via a valued partner and Aruba ClearPass; Aruba indoor navigation; push notifications and campaigns; and a new content management system with data dashboard and traffic analytics. The overall project delivered an intelligent venue-as-a-service platform that is secure, monitored, operated, managed, and financed.





Food and beverage giant increases productivity and reduces risk of downtime

Customer challenge: One of the world's largest food and beverage companies wanted to deploy a cutting-edge thermal imaging analytics solution to reduce the risk of plant downtime, improve safety and productivity, and address compliance needs.

Solution: The new platform provides thermal and non-thermal imagery, analysis and event detection at facilities ingress points, as well as HPE Pointnext Services strategy and implementation services.

To help deliver the analytics platform, HPE depends on a market-leading ecosystem of partners to deliver thermal imaging and security cameras. The analytics platform provides highly accurate screening, real-time notification, and AI-powered, pandemic-related screening (detects faces, people counts, temperature, and other metrics). It integrates fully with the company's existing infrastructure and can be extended to support a broader set of video analytics scenarios.





HPE SOLUTIONS TO ACCELERATE YOUR DIGITAL TRANSFORMATION

HPE has services in each of the following areas that are foundational to leveraging the power of the edge to transform your business:

- **Networking services:** Help build a communications fabric that supports delivery of business outcomes.
- **Digital workplace services:** Help build a hybrid digital workplace environment that creates differentiated experiences for employees and customers.
- **IoT services:** Help build solutions spanning the edge, data center, and the cloud, leveraging IoT instrumentation taking place at the edge.

Together, these three areas help our customers transform how they conduct their businesses by making their edge more intelligent, connecting it to the rest of the organization so it can take advantage of this intelligence, and creating better experiences in the workplace—both for employees and customers.





Networking services

Connectivity for the digital business

Every aspect of digital business now relies on secure connectivity—be it for IoT and smart products, global collaboration, remote operations, or multi-cloud applications. But legacy network architectures simply don't support the agility and security demands of edge-centric business models. The perimeter of an office is no longer linked to the definition of “good” inside vs. “bad” outside and dangerous enough to require exception handling. At the same time, the vendor and solutions landscape is anything but easy to navigate.

Business leaders and companies aggressively trying to outperform competition understand these challenges and also the transformational role of their network. They are taking action to turn it from a cost factor into an asset for executing their digital agendas.

We believe that your business succeeds when connectivity is pervasive and intelligent, automated and flexible, and secure and compliant. Connectivity goes beyond the network to bridge the physical/digital divide and include core services such as DNS, DHCP and IP address management, security, automation, and others.





Multivendor solutions tailored to fit customer networking needs

Based on industry best practices, long-term experiences, and recommendations from similar project experiences, we integrate network technologies from Aruba and multiple leading vendors.

Our globally delivered network consulting services cover the entire breadth of enterprise network needs, including:

Edge connectivity

- Intelligent office/campus network solutions
- High-density wireless for venues and public spaces
- SD-branch and SD-WAN implementations for offices and branches
- Multi-vendor networks as a service (NaaS) for the edge

Cloud connectivity

- Hybrid cloud internet working/connectivity
- Virtual DC network based on VMware NSX®
- DC orchestration and SmartNICs
- Cloud networks for secure S4 SAP HANA®
- Telco cloud NFV infrastructure

Industrial IoT networks

- Wireless and wired plant network connectivity solutions
- pLTE/p5G, IT-OT network solutions
- High-accuracy plant asset location solutions
- Video streaming and analytics solutions

Network security solutions

- HPE Security Reference Architecture (SRA) for network security
 - Security architecture and roadmap for network security
 - Security assessment for Microsoft Office 365
 - Vulnerability analysis service and penetration testing
 - Disaster recovery services
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Digital workplace services

The way we work has changed forever

HPE brings together a complete set of expertise and technology to help customers realize a secure hybrid workplace for all kinds of workers—from general collaboration to specialized knowledge work to skilled field work. We help businesses enhance employee productivity and organizational resilience by enabling secure, seamless, and safe working across physical locations, remote offices, and everywhere in between.

Without question, the pandemic has sped up the process of defining what the workplace of the future will be. It will no longer be just the place people go to work, collaborating in cubicles, offices, and conference rooms. Companies will need to adapt their workplaces—that much is clear.

HPE Digital Workplace services address the many factors that need to be considered as customers build their transformation strategy and initiatives. Services focus on:

- Workplace platform
- Workplace enablement
- Cloud services for digital workplace
- Secure workplace

Our approach is to offer customized services and support to help identify and address the customer's unique pain points. This could be anything from a dedicated technology like email migration to a much broader and complex digital transformation. We provide highly experienced solution architects and project managers to manage the solution development according to your business requirements.





Management of change

HPE management of change (MoC) supports your employees throughout digital transformation by creating awareness, building engagement, and enabling new training opportunities. The goal is to embed the change into their daily work. While in most cases a performance disruption is unavoidable, the more comprehensive the MoC solution is, the shorter the disruption and the faster you realize business benefits. With a people-centric and framework-based approach, our unique MoC methodology provides solutions that are flexible and scalable to fit the requirements of most digital transformation projects. MoC delivers successful and sustainable change—empowering organizations to make the best use of technology and drive business forward.

Workplace platform

These services focus on the architecture, design, and implementation of a hybrid cloud platform, complemented by comprehensive data and application migration capabilities. The goal is to transform—with minimal business disruption—your legacy, cost-inefficient, and siloed productivity tools into a seamless hybrid cloud workplace.

Workplace enablement

These services use modern workplace platform capabilities to make your digital workplace easy to use, enabling employees to become more efficient in their day-to-day work.

Cloud services for the digital workplace

HPE GreenLake Management Services Microsoft 365 is supplemented by dashboards and monthly service reporting, monitoring elements of the cloud service and on-premises infrastructure dependencies. HPE GreenLake for VDI provides solutions optimized for each type of remote worker, supported by strong HPE partnerships.

Secure workplace

These services provide customers with the implementation of a borderless workplace, allowing users to work anywhere, anytime, and at any device with confidence. The goal is to protect your data and intellectual property with reliable and well-integrated security solutions that reduce risk and bolster trust in the network.





IoT services

Deriving actionable insights from data

The rapid expansion of devices creates opportunities to gain faster insights by connecting the unconnected. HPE IoT services offer new ways to drive efficiencies, engage customers, and develop new business with greater insights. We focus on two primary domains: enterprise IoT and industrial IoT. We also have unique expertise in IoT for smart cities.

Enterprise IoT services

Enterprise IoT converges the physical and digital world to redefine experiences, increase revenue and productivity with digital engagement, enhance operational efficiency and security, improve facilities management (lighting, heat/air, room occupancy), and create new revenue streams. Enterprise IoT applies to many different verticals including retail, healthcare, education, corporate workplaces, hospitality, and entertainment venues. While the use cases may be different across different industries, the underlying technology used typically relies on wired/ wireless connectivity, location-based services, video, smart sensors, and user-experience design tools. Our enterprise IoT services focus on the customers, workers, contractors, patients, and guests who can benefit from the personalization of digital displays, automated buildings (locks, heat/air, lighting), and navigation to match the user's context with the world around them.

Industrial IoT services

Industrial IoT represents the convergence of manufacturing and industrial processes with the highly interconnected enterprise, powered by IT. Industrial IoT brings these two worlds together, linking high-speed IT disruption and deployment principles with more conservative and rigorous manufacturing processes. Our services for industrial IoT deliver opportunities for your business to optimize for greater efficiency, gain insights and control, find new revenue streams, and gain competitive advantage over rivals.



Fast Start Solutions

HPE Fast Start solutions allow you to start quickly with a preintegrated solution reducing configuration efforts and allowing quick access to insights. Scale Fast Start solutions at any time or expand to new use-cases.

- HPE Fast Start Condition Monitoring solution
- HPE Fast Start Video Surveillance
- HPE Fast Start Quality Assurance
- HPE Fast Start Intelligent Facilities

We realize that industrial companies face unique IoT challenges. Their environments include vertical-specific—and often decades-old—programmable logic controller, supervisory control and data acquisition systems, and other computerized platforms that sit outside the realm of enterprise IT. These operational systems, which enable demanding command and control processes, are deeply embedded, characterized by long depreciation cycles, and thus unlikely to be ripped out and replaced anytime soon. Our IoT services experts understand these unique challenges and are experienced in successfully transforming manufacturing infrastructures with IoT.

Smart cities

Smart cities use data from people (citizens, workers, visitors), places, and things to automate infrastructure and their services. As such, they encompass many of the experiences found in enterprise IoT and the operational efficiency found in Industrial IoT. Cities are often structured rigidly and introduce new services that can be very fragmented. Smart cities should shift from siloes of smart features to holistic information sharing from all people, places, and things. This shift demands technology solutions that work together to share data across use cases, make decisions at the edge, and utilize the cloud, held together with an integrated command center. These data-first technologies will enable cities to visualize and deliver citizen-centric outcomes now and into the future.





Smart cities

HPE Pointnext Services assists customers with technology and services that facilitate a secure Smart City design and implementation. We have a set of pre-integrated accelerators/fast-start solutions that directly address business benefits, providing end-to-end proof of value, ease of implementation, and scalability. Our pre-integrated solutions reduce your configuration efforts and enable faster time to value. HPE can provide advisory and professional services with end to end ownership on these solutions:

Smart urban solutions

Various solutions based on IoT or other technologies used to automate city operations and get the real time data on central platform. The platform can automate the main functions of initiative and also can perform analytics to predict and prescribe events based on real city specific data. Examples include:

- Solid waste management
- Smart parking
- Adaptive traffic control solution
- Intelligent transport/transit management solution
- Traffic violation detection system
- Smart environmental monitoring
- Variable message displays
- Smart lighting
- Smart water (SCADA)
- Smart electricity (SCADA)
- Citizen safety
 - Video surveillance with video analytics & artificial intelligence for citizen safety, forensics
 - Emergency call boxes, public announcement system
- City mobile app, e-governance application, city portal
- Computer-aided dispatch solutions (CAD)
- Collaboration for city operations (IP Telephony, Contact Center, Video Conferencing)

Integrated command and control center

Solution to enable better collaboration, faster response to the citizen issues with a standardized emergency process and preemptive governance by breaking the silos between the departments. The solution integrates data from various Smart Urban Solutions (partial list provided above). It also integrates with Geospatial Information (GIS) System, which helps in representing data on the maps for location based awareness. This system is single source of truth for various systems operating across the city/district.

HPE has rich experience in creating such smart cities by integrating departments and services, external communications systems, and IoT to provide a more satisfying experience for citizens, businesses, and visitors.



Why HPE Pointnext Services?



15,000

services professionals in 200 countries



11,000

digital initiative projects completed each year



60+

years supporting infrastructure

Make the right purchase decision.
Contact our presales specialists.



Chat



Email



Call



HPE support



Get updates

IDC RECOGNIZES HPE NETWORKING, DIGITAL WORKPLACE, AND IOT SERVICES AS GLOBAL LEADERS

HPE has been named a leader in the following IDC MarketScape reports: [Digital Workspace Services](#), [Business and Industrial IoT Consulting and Systems Integration Services](#), and [Network Consulting Services](#). IDC developed these reports after speaking to several HPE customers and conducting extensive assessments of our strategy and capabilities.

FIND OUT MORE

HPE Pointnext Services experts focus on a single primary goal: to help you create digital solutions that deliver tangible business value. We're innovators at heart, passionate about people and technology. Wherever you are in your digital transformation journey, we're ready to assist with strategy, design, implementation, and ongoing services.

LEARN MORE AT

hpe.com/info/edge-services

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