

Use workflows to flexibly manage IT and DC infrastructures and telco networks

Control internal and external suppliers with efficient work order management

Monitor the provisioning of hardware and services via a central request portal

## FNT ProcessCenter

Manage IT and DC infrastructures and telco networks efficiently with user-specific workflows and integrated work order management

### INCREASE EFFICIENCY AND TRANSPARENCY DESPITE INCREASING COMPLEXITY

Enterprises across all industry sectors are being confronted with increasingly complex IT and network infrastructures. They are becoming hybrid with a rapidly growing range of infrastructure components and number of change procedures. Examples include the installation and dismantling of hardware components, setting up new connections and discontinuing network services. Internal approvals must be obtained and work between multiple departments as well as internal and external service providers must be synchronized. For many IT departments, it is increasingly difficult to orchestrate the many process workflows between the various parties.

### INTEGRATED CONTROL OF PROVISIONING AND CHANGE PROCESSES FOR THE INFRASTRUCTURE

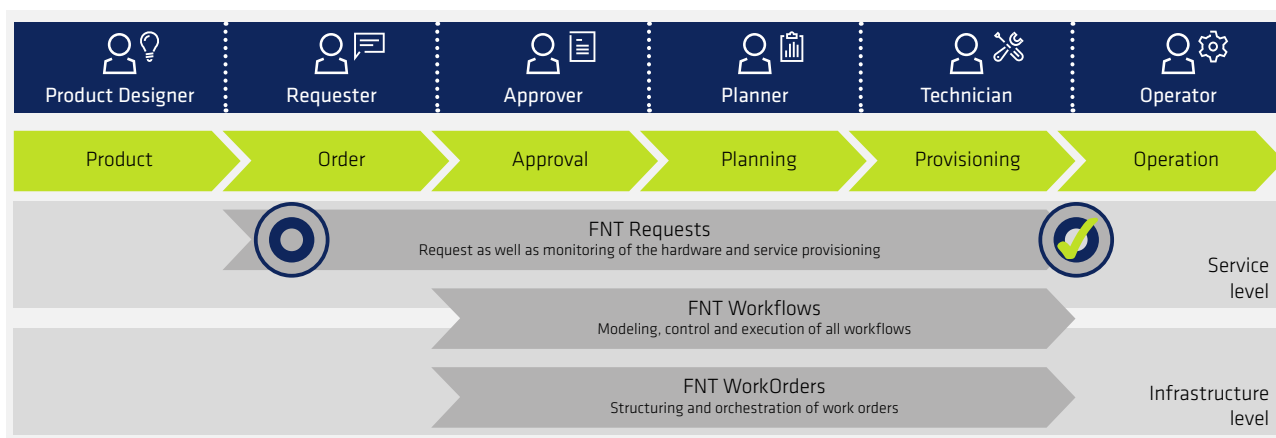
FNT ProcessCenter simplifies infrastructure management by bringing the multiple and varied components together within a single management system. It is fully integrated in the FNT Command Platform, so it leverages

the software's integrated documentation and planning functionality and enables end-to-end process management for all changes made to the existing IT, DC or network infrastructure. This integration makes both internal workflows and control of external service providers more efficient. It also ensures that all changes are documented appropriately in the FNT infrastructure repository.

FNT ProcessCenter is particularly beneficial when integrated provisioning and change processes, from initial request to the implementation, are required with a high degree of standardization, transparency, planning, and orchestration.

FNT ProcessCenter consists of three components: FNT WorkOrders, FNT Workflows and FNT Requests. All three components have a modular microservice architecture, so they can be combined freely with each other as needed for specific applications and requirements.





The interaction between FNT Requests, FNT Workflows and FNT WorkOrders in FNT ProcessCenter.

## FNT WORKORDERS: STRUCTURING AND ORCHESTRATION OF WORK ORDERS

To maximize the value of a request portal for IT products or services, whether for internal or external customers, the foundation must first be laid at the infrastructure level. This foundation should be complete, up-to-date documentation of available infrastructure components. It should be updated after all changes to remain accurate. FNT WorkOrders delivers on both requirements. It provides the documentation foundation and it optimizes workflows by supporting changes to the IT and DC infrastructures and telco networks. It goes one step further, also enabling the monitoring and control of associated work orders. This allows changes planned within the FNT

Command Platform to be easily transferred as detailed work orders to internal or external suppliers. When the supplier marks the work order completed, FNT WorkOrders updates the actual status in the FNT infrastructure repository.

Infrastructure-specific best practice work order templates are available. These are the basis for creating new, individual work order templates. They can be subdivided into suborders, work packages and individual work steps. In a modern workspace users can manage the individual tasks that comprise a work order, monitor the overall status of the work order, and directly oversee internal technicians and external service providers performing the work. FNT ProcessCenter enables all.

Main Order									
Main Order									
Structure									
Name / ID									
Main Order	OR-2021.00064	...	Execution Planning	Status / Assigned to	Permit Planning	Status / Assigned to	Execution	Status / Assigned to	Approval
Suborder - New Server DL380G10-1053	OR-2021.00064.001	...	Open		Pending		Open		Pending
Workpackage - Compose	OR-2021.00064.001.001	...	Plan assembly of resource	SU	Permit compose	DCU	Assign assembly of resource	DC	Approve composed resource
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Order structure and status overview in the matrix within FNT WorkOrders.

FNT's streamlined matrix view of open and completed orders significantly reduces the complexity of FNT WorkOrders and greatly simplifies order processing. Its comprehensive functionality puts FNT's solution in a league of its own. Its close integration between planning, implementation, control, and audit-compliant documentation is unique among workflow tools. While FNT WorkOrders is a central element of FNT ProcessCenter, it can also be used as an independent solution component or in combination with FNT Workflows and FNT Requests.

Further important FNT WorkOrders functionality includes:

### Central task management

Authorized users and suppliers can record their detailed progress when processing a work order. This gives all parties a transparent view of the order status, down to individual work steps. It also helps identify critical work packages, avoid delays, and address bottlenecks. The tasks are managed via group email or personal task lists. Responsible persons can be specified to edit, check and approve the tasks, special views can be defined for different roles, and tasks can be grouped. Grouping is important because it allows technicians to receive all details about the work order, not just their own assigned tasks. This speeds up execution and improves efficiency.

### Individually configurable forms

All tasks can be dynamically enhanced using forms and augmented with data. Furthermore, forms can be

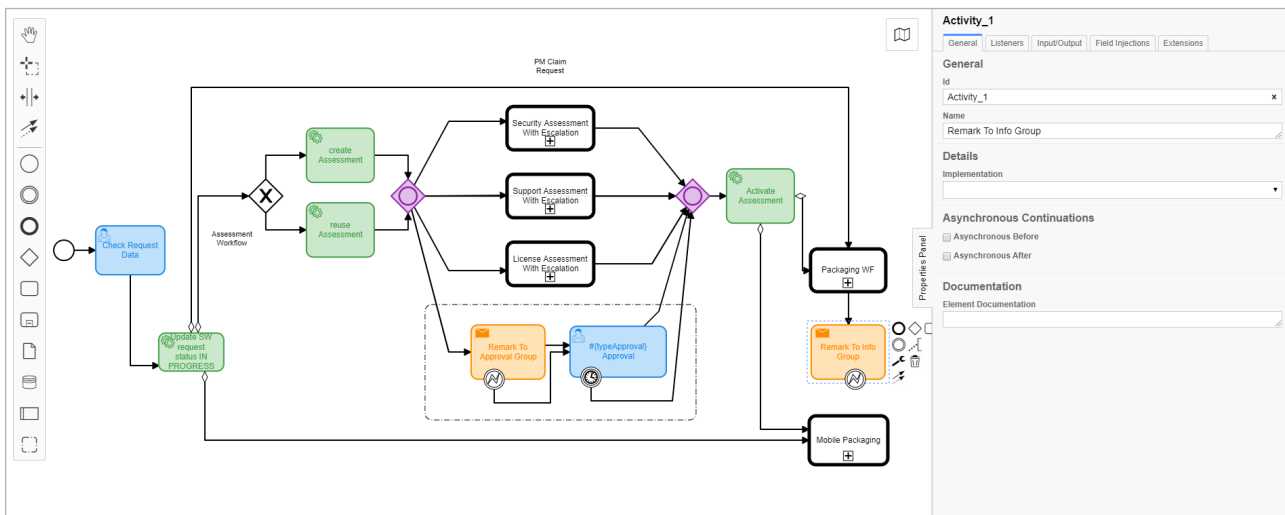
extended as required and easily adapted to the requirements of individual users. Form data can be integrated from both the infrastructure repository of the FNT Command Platform and third-party systems.

## FNT WORKFLOWS: MODELING, CONTROL AND EXECUTION OF ALL WORKFLOWS

The FNT Workflows component within FNT ProcessCenter is also integrated in the FNT Command Platform and permits IT and telco infrastructures to be managed flexibly via workflows and to manage changes. Workflows, such as release, approval and monitoring processes, can be modeled freely in accordance with BPMN 2.0 (Business Process Model Notation).

Because standardized and reusable building blocks, or tasks, are used for this purpose, user-specific workflows are easy to design. A comprehensive library with predefined building blocks is available for this purpose. They can trigger human interaction within our central task management or service tasks by interacting with the FNT Command Platform or external system. Service tasks allow change processes for the infrastructure to be automated without regard to system boundaries.

Although FNT Workflows can be deployed independently, its greatest value is realized when used in combination with the other two FNT ProcessCenter components.

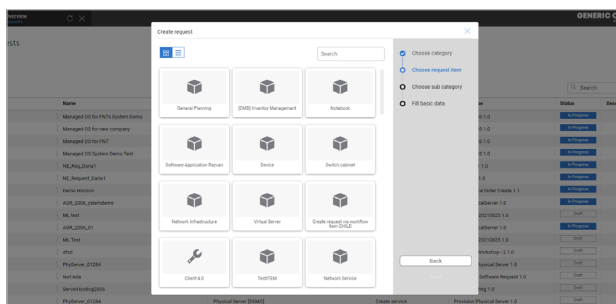


Modeled workflow in accordance with BPMN 2.0 within FNT Workflows.

## FNT REQUESTS: REQUEST MONITOR HARDWARE AND SERVICE PROVISIONING

FNT Requests enhances the work order and workflow functionality with a central portal for the provision of IT products and services. Requests can be made to IT via the portal from internal or external customers and processed with a defined workflow and/or FNT WorkOrders. External shops or product catalogs can also be integrated.

The use of FNT Requests within FNT ProcessCenter allows internal and external customers the end-to-end monitoring of the complete process from initial order through its implementation. It provides complete transparency about the status of all work and service orders, e.g., from FNT WorkOrders. Because it is standardized and automated, all steps are performed efficiently, reliably, and transparently. This ensures a sustainable cost reduction, high service quality and satisfied customers.



Requests can be placed and tracked via a central portal.

## INTERACTION OF THE COMPONENTS IN FNT ProcessCenter

If the full scope of FNT ProcessCenter's functionality is deployed, the interaction of components enables integrated provisioning and change processes for the IT and telco infrastructures.

It begins with a customer independently requesting products or services via a request portal. The request is specified in combination with the required resources in a product catalog, such as those offered in the FNT Catalog Management solution. Next, the defined products are enhanced with workflows. When a request is submitted, the appropriate product is configured based on the details specified in the product design. Processing of the request begins, starting with the lower-level workflows or work orders as specified by the configuration. Progress can be checked at any time by FNT Requests.

The changes made to the infrastructure are planned directly within the FNT Command Platform and leverage its information repository of consolidated plants, IT hardware, networks, and applications. FNT WorkOrders can easily delegate the work orders to internal or external service providers. This ensures that changes are always initiated, planned, processed, and documented using standardized processes.

## ENHANCE WORKFLOW MANAGEMENT WITH FNT CATALOG MANAGEMENT

To completely automate and standardize IT and infrastructure services, a uniform, standardized and digitalized product, service and resource catalog is required. FNT ProcessCenter can be seamlessly integrated with the FNT Catalog Management solution to make this a reality.

FNT Catalog Management permits products and digital services to be designed, managed and operated over the complete lifecycle based on reusable components. The product-driven concept provides a high degree of standardization of services, and the integration of the configurator in FNT ProcessCenter permits end-to-end automation of the provisioning processes over departments and silos. This leads to faster availability of products on the market, lower costs and higher level of customer satisfaction.

## USE CASES

FNT ProcessCenter enables control of physical, logical and virtual assets and resources as well as services over the complete lifecycle with structured process management. It can be used to support a wide range of applications across all industry sectors. Below are just a few examples.

### Enterprise IT

FNT ProcessCenter supports the holistic planning, rollout and operation of a modern network, workplace, or application infrastructure. Service requests can be standardized and the processes of IT service management automated by means of workflows. In particular, the seamless integration of FNT Catalog Management enhances support scenarios for situations in which requests are based on complex product and service structures.

FNT WorkOrders allows resources to be provided faster, more efficiently, and at lower cost. Previously planned infrastructure changes can be easily delegated to internal or external suppliers, and their execution monitored.

## **Telco**

FNT ProcessCenter enables infrastructure, rollout, service provisioning and change processes for passive and active network infrastructures to be controlled holistically in both inside and outside plant areas.

Network extensions and rollouts can be planned based on requests and automated by means of workflows. Template-based work orders for the field-service team and external service providers are created and approved automatically based on the planning, and work status can be tracked.

## **Data Center**

FNT ProcessCenter allows service requests, such as reservations or commissioning and decommissioning processes, on the data center infrastructure to be standardized and automated. For the concurrent provisioning of a single information source and a consolidated view over all plants, IT hardware, networks and applications, the processes can be optimized based on the integrated FNT WorkOrders.

### **KEY BENEFITS OF FNT ProcessCenter**

- ▲ Holistic management, monitoring, and control of all previously planned changes to the IT and telco infrastructures within the FNT Command Platform in a central work area.
- ▲ Simple delegation of work orders to internal/external service providers and suppliers via a modern work order management using predefined templates.
- ▲ End-to-end transparency over all provisioning and change processes thanks to holistic and dedicated views of order processing for different roles, as well as the simple integration of third-party systems.
- ▲ Automation of processes by means of workflows. Rapid configuration of your own workflows for performing changes thanks to standardized and reusable process blocks. New change processes for the infrastructure can be automated cross-system and fast due to the integration of the infrastructure repository of the FNT Command Platform and third-party systems.
- ▲ A central portal for requesting and provisioning standardized products and services. The seamless integration of FNT Catalog Management supports the design, modeling and management of complex IT and infrastructure services.
- ▲ Integrated and transparent business processes as a result of reporting functionality and dashboards.