



# Kelverion

## Self-Service Software Provisioning Solution for System Center Orchestrator

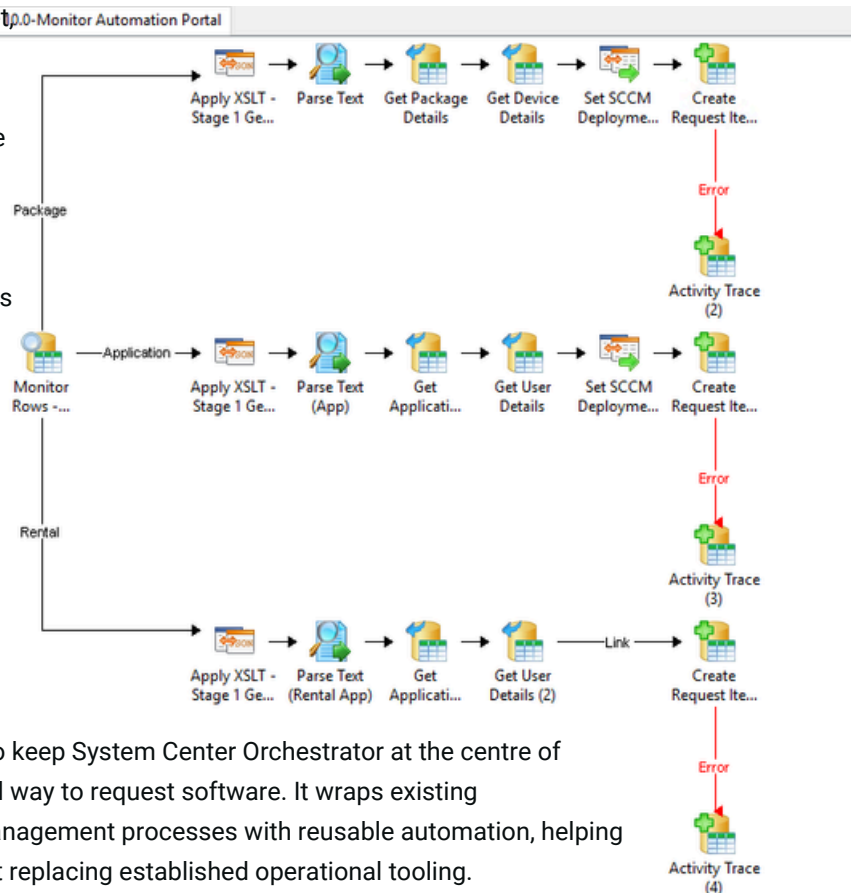
Enable controlled, self-service software installation and removal through Microsoft System Center Orchestrator, the Kelverion Automation Portal and your existing software deployment infrastructure.

The Self-Service Software Provisioning Solution gives System Center Orchestrator customers a ready-to-deploy automation framework for software request fulfilment. Approved users request software installation or removal through the Kelverion Automation Portal, or through an existing service catalogue or change request system, while Orchestrator executes the fulfilment process using customer-defined Active Directory groups and Configuration Manager deployment processes.

The solution helps IT teams reduce manual effort, accelerate request fulfilment, control software deployment and avoid unnecessary licensing costs by allowing users to install only the applications they actually need.

### The Challenge: Manual Software Deployment Slows IT Down

- Software requests often begin with a helpdesk ticket, then wait for manual triage, group assignment and the next deployment cycle
- Manual fulfilment can commonly take a day or more before the software reaches the user
- Skilled IT staff spend time processing repeatable requests instead of focusing on higher-value work
- To avoid delays, many organisations preload devices with applications users may never need, increasing licensing and support costs
- Disconnected request, approval, deployment and completion processes make it harder to track fulfilment and demonstrate control
- Service desk self-service functions may be complex to configure, too slow to adapt or not focused enough on automation-driven request capture



The solution is positioned for organisations that want to keep System Center Orchestrator at the centre of service fulfilment while giving users a simpler, governed way to request software. It wraps existing Configuration Manager, Active Directory and service management processes with reusable automation, helping customers modernise software request delivery without replacing established operational tooling.



## Benefits for System Center and Orchestrator Customers

- **Reduce Manual Effort**

Automate repeatable requests, group membership and deployment-triggering tasks

- **Accelerate Fulfilment**

Give approved users a self service route to request software without waiting for manual processing

- **Lower Licensing Waste**

Reduce the need to preload applications that may never be used

- **Improve Consistency**

Runbooks execute the approved process the same way every time

- **Preserve Existing Tools**

Continue using System Center Orchestrator, Configuration Manager, Active Directory and your service desk platform

- **Strengthen Governance**

Keep request submission, fulfilment and completion aligned through a controlled workflow

- **Extend Orchestrator Value**

Use existing automation skills and runbook infrastructure to deliver visible service improvements

Services > Self Service Software Provision > Request Application Install or Uninstall for a User > New Request

Request Fields

**Action**

**ApplicationTitle**

| Vendor   | Package Title | Version | License Cost |
|----------|---------------|---------|--------------|
| Adobe    | Reader XI     | 11.0.10 | Free         |
| Mozilla  | Firefox ESR   | 52.4    | Free         |
| VideoLAN | VLC           | 2.2.6   | Free         |

Select the chosen application

**User**

| UserName | LineManager  | CostCode |
|----------|--------------|----------|
| rcatley  | Greg Charman | 001122   |
| subila   | Greg Charman | 001122   |

Select the chosen user

**Cost Code**

Enter your cost code, if there is a licence cost

**Justification**

Please provide a valid business reason for the request

## Typical Automation Scenarios

- Request the installation of an approved software title from a self-service catalogue
- Request the removal of software that is no longer required
- Create and maintain entries in a software catalogue of approved applications
- Add a user or machine to the appropriate Active Directory group to trigger deployment
- Refresh Configuration Manager so the software deployment process can begin
- Use the Kelverion Automation Portal as the request interface when a service desk portal is not suitable
- Initiate the process from an existing ITSM, service catalogue or change request platform



### Key Capabilities

- **Self-Service Request Portal**

Provide a lightweight interface for users or service desk agents to request software actions.

- **Software Catalogue Management**

Create and delete approved software catalogue entries through the portal.

- **Automated Install and Removal Requests**

Allow users to request installation or uninstallation of available software titles.

- **System Center Orchestrator Execution**

Use runbooks to detect requests, perform fulfilment steps and update request completion.

- **Configuration Manager Alignment**

Refresh SCCM to start the software deployment process using existing software packages and collections.

- **Active Directory Group Control**

Use approved group membership to drive deployment targeting.

- **Service Desk Extensibility**

Integrate with third-party service catalogue, change request or ITSM systems.

- **Kelverion-Led Implementation Option**

Accelerate deployment through the Jump Start service.

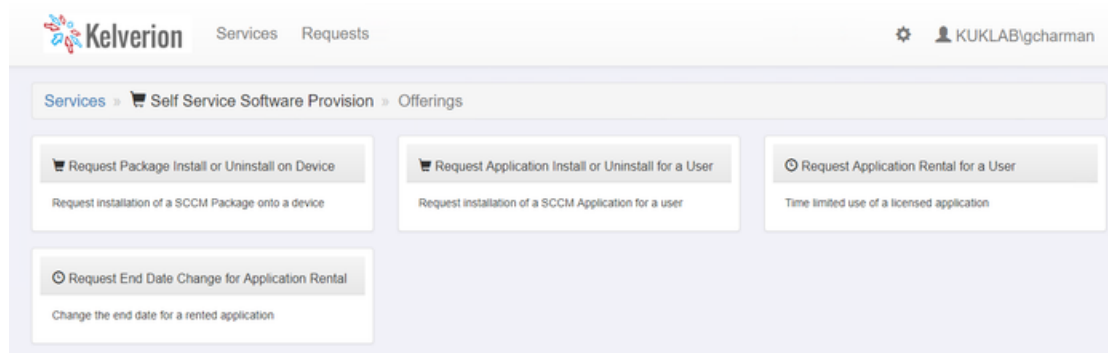
### Automation Use Cases Included

| Automation Area               | Included Use Cases                                                                                                         | Customer Value                                                                                         |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| Service Request Intake        | Receive software installation or removal requests from the Kelverion Automation Portal or a third-party service catalogue  | Gives users a simple request experience while keeping fulfilment controlled by IT                      |
| Software Catalogue Management | Create and delete entries for approved software titles available for request                                               | Helps IT maintain a controlled list of requestable applications                                        |
| Software Installation         | Process an approved request and add the relevant user or machine to the correct deployment group                           | Reduces manual group administration and accelerates software delivery                                  |
| Configuration Manager Refresh | Trigger the SCCM refresh step so existing deployment processes can begin                                                   | Preserves existing Configuration Manager investments while automating fulfilment                       |
| Service Desk Extension        | Integrate requests with BMC Helix ITSM, Atlassian Jira, ServiceNow, CA Service Desk Manager or another third-party process | Allows customers to preserve existing service management processes while automating request fulfilment |



### Jump Start Service

Kelverion can provide a lead installation and configuration service to help deploy the Self-Service Software Provisioning Solution into the customer environment. The customer provides remote access and subject matter expertise around SCCM and Active Directory infrastructure configuration, while a Kelverion consultant leads the installation and configuration. The implementation service is valid for three months from solution purchase.



The scope of the Kelverion-led implementation is defined as:

- Deployment into a single environment only, such as Non-Production or Production, not both
- Configuration of the integration to the Kelverion Automation Portal
- Configuration of the integration to SCCM
- An approved user enters the Kelverion Automation Portal and requests the provision of a software title to a user or machine, creating a new request in the portal
- System Center Orchestrator detects the request and adds the user or machine to an Active Directory group
- System Center Orchestrator refreshes SCCM
- System Center Orchestrator marks the request as complete once SCCM has been instructed to deploy the software

Customer responsibilities are:

- Provide Kelverion with remote access to the environment
- Install the System Center tools, including Orchestrator and the target systems
- Create Collections in SCCM for the software and provision software packages associated with those collections
- Provide Active Directory groups that drive membership of the SCCM collections
- Manually test the packages to confirm successful deployment



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### Why Kolverion?

Kolverion specialises in Microsoft automation and has been providing Integration Packs, ready-made runbook solutions and consultancy services for System Center Orchestrator and Azure Automation since 2010. Kolverion helps organisations connect Orchestrator to enterprise IT systems, service desks and infrastructure platforms so automation can trigger, track and report on operational processes across the tools customers already use.

- Deep expertise in System Center Orchestrator and Microsoft automation
- More than 35 Orchestrator integrations available for enterprise IT systems
- Production-ready automation solutions that reduce time to value
- Automation Portal capability for self-service request submission, tracking and reporting
- Professional services support for deployment, configuration, optimisation and ongoing automation success

### Ready to Simplify Software Request Fulfilment?

Speak to Kolverion about the Self-Service Software Provisioning Solution for System Center Orchestrator. Arrange a demonstration, request a datasheet or discuss the Jump Start service to see how quickly your organisation can move from manual software deployment requests to controlled, self-service software provisioning.



For more information contact our helpful team today

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