

# Kelverion

## Self-Service Software Provision Solution

### Automated Software Installation and Uninstallation

This Self Service Software Provisioning Solution enables System Center users to request the installation or removal of a software title on their machine via a Self Service Portal. This request will be fulfilled using System Center Orchestrator.

Requesting the installation of new software and the fulfilment of that request in an enterprise setting is a time consuming, labour intensive and slow process. It typically involves the user raising a call with a helpdesk to log the software request, the request is then processed and allocated to an IT resource who can identify the correct groups to apply to the user's machine and then it's necessary to wait for the software deployment technology to push out the software when it's next deployment cycle starts. This alone typically takes 24hrs.

As a result of this time consuming process many IT Departments choose to pre-load machines with many software titles just in case a user may potentially need them. This means that enterprises deploy and license software that the bulk of the users may not ever actually use, but pay for none the less.

The ideal solution is for users to be able to easily request the installation and removal of new software and for that request to be delivered swiftly in a fully automated way with minimal, if any IT input and in a fraction of the time taken today thus improving user perception.

This also allows the IT Departments to pre-load machines with just the minimum of software packages and let the end user add only the software they actually need to do their job, reducing the enterprises software licensing budget.

The Kelverion Self Service Software Provision Solution enables System Center users to achieve this panacea. A user can simply request the installation or removal of a software title on their machine via a Self Service Portal and this request will be automatically fulfilled via Orchestrator.

This is a fully adaptable offering which is easily extendable to use your own third party Service Catalogue or Change Request System such as BMC Remedy, ServiceNow, CA Service Desk Manager or HP Service Manager to initiate the process.

The flexibility of the solution also allows you to host the Service Catalogue in System Center Service Manager (SCSM) and drive the Change Process via your existing Service Desk.

This Orchestrator driven solution delivers a number of fully automated functions:

- Create and delete entries in your Software Catalogue of available software titles via a Self Service Portal.
- Users can request the installation or removal of any software titles listed in the Software Catalogue
- Automatically assign the Software Request to the Correct approver or approver group.
- Automatically install or remove the software once the request is approved.

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Kelverion are a Microsoft System Center and Cloud Partner who offer Integration Packs and Tools to enhance System Center Orchestrator and Azure Automation and deliver System Center implementation services.

Find out more at <http://www.kelverion.com>

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