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Run IT Like A Business

Increase transparency and optimize costs with HP Software & Solutions



HP is a global technology solutions provider that offers a complete technology product portfolio that spans IT infrastructure, personal computing and access devices, global services and imaging and printing for consumers, enterprises and SMBs. HWM was recently able to speak with Chong Wai Tuck, Country Manager, Malaysia, HP Software & Solutions on a variety of subjects - from HP's financial management solution to cloud computing in Malaysia.

HWM: What are the business and IT services provided by HP Software & Solutions?

Chong Wai Tuck: HP Software & Solutions helps CIOs run IT like a business. If one were to study software over the last 20 years, many companies have provided applications for every activity which helps the CEO, CFO or HR person. HP's focus is on software assets that help the CIO run their business by automating and standardizing their processes.

HP Software & Solutions is focused on building and delivering solutions to help organizations optimize business outcomes and extract more value from their investments in people, applications, infrastructure, networks and information. The core capabilities are based on a portfolio of market-leading software and services. This includes IT management software; information management software; business intelligence solutions and communications and media solutions.

HWM: Tell us more about the HP IT Financial Management (ITFM) Solution, and how it can help today's IT organizations.

Chong Wai Tuck: Most organizations can calculate the financial performance of their critical business operations. Some have become adept at placing measurement metrics, continuous improvement mechanisms and analytics to manage these operations. However, few are able to accurately measure and account for IT - the central nervous system of the organization, powering its core business processes.

With this in mind, HP has introduced a new IT financial management solution which helps companies increase transparency and optimize costs. The HP Financial Planning and Analysis (FP&A) solution enables chief information officers (CIOs) to run IT like a business and demonstrate the business value of IT services. The solution brings

together software and services to provide improved visibility, governance, accountability and predictability to IT finance.

HP FP&A software combines a financial planning and analysis capability linked to a financial data model. It consolidates financial information from project, asset and configuration management systems, as well as enterprise resource planning (ERP) software. This approach provides visibility of the end-to-end costs of a business service.

HWM: We understand that the Open Cirrus initiative was launched back in July 2008, how has MIMOS' participation helped in the research for cloud computing?

Chong Wai Tuck: The cloud is the next stage in the evolution of the Internet - the means through which everything will be delivered to you as a service - from computing power to business processes to personal interactions - wherever, however, and whenever you need it.

MIMOS joins Open Cirrus as a test bed site to help advance cloud computing research and education. It will develop a national cloud computing platform to deploy services throughout Malaysia, focusing on enabling services through software, security frameworks and mobile interactivity, as well as testing new cloud tools and methodologies.

HWM: What do you foresee to be the forthcoming challenges for HP Software & Solutions in Malaysia?

Chong Wai Tuck: CIOs in Malaysia want to bring more business value to the table. They want to improve service levels and prevent business service and application disruptions with the many IT changes and new applications.

According to an EIU May 2008 Study, 43% of Malaysian respondents indicated that more than 50% of new business services have been delivered later than originally planned over the past three years. About half of Malaysian respondents said that more than 50% of business service outages are caused by changes and upgrades.

With HP Business Service Management, IT organizations can monitor, manage, detect and resolve problems proactively before it impacts the business. CIOs in Malaysia can leverage HP's software to improve efficiency with an automated and centralized view of the management of virtual and physical environments.

HWM: Anything else you would like to share with local SMBs?

Chong Wai Tuck: SMEs represent a powerhouse for the Malaysian economy and their business growth means economic stimulation. In order to address economic opportunities and challenges, SMEs must re-examine many aspects of their business plans.

Today's reality is that technology does not support the business, it powers the business. Budgets may be constrained, but demands on technology are growing. It's not about spending more, it's about spending smarter.

Software-as-a-Service (SaaS) is particularly attractive right now for SMBs as the software delivery model (i.e. subscription to use software) not only conserves capital but accelerates time-to-value since customers can deploy the software faster. SMBs can tap into HP's mentorship/training programs and also have the option of hosting the infrastructure in-house. Approximately two thirds of HP's software is offered via this delivery model.