

# CloudCenter™ with ServiceNow

## Any Application, Any Cloud—as a Service

CliQr CloudCenter™ is the leading application-centric management platform that makes it easy to deploy and manage applications in datacenter, private, and public cloud environments. With CliQr and ServiceNow together, developers and IT operations get a powerful self-service on demand solution to deploy and manage application stacks and underlying infrastructure.

### Extending ServiceNow

With CloudCenter, service managers or application owners easily create “model once, deploy anywhere” application profiles and publish them to ServiceNow. With ServiceNow, users then request deployment to any supported datacenter or cloud with side-by-side cost comparisons for each option.

CliQr extends IT Service management, IT Operations management, and IT Business management processes to include application deployment and management, while adding enterprise-class management and governance features..

**Simple to Complex:** Templates make it easy to model simple or complex applications, from single VM to multi-tier, batch, high-performance compute, and include Docker containers. Service library includes easily customizable OS images and application services, and cloud auto scaling, load balancing, and database services.

**Cloud Portability:** Application profiles are cloud agnostic and portable. This prevents cloud lock-in and eliminates need for multiple environment-specific catalog items and deployment scripts.

**Shopping Cart Cost Comparison:** Users select catalog items that are added to a shopping cart feature. Users select deployment duration, and then choose the target environment based on side-by-side cost estimates.



### A Powerful Combination

**Certified Integration:** CliQr provides a ServiceNow certified scoped application (compatible with Fuji and higher instances) along with sample UI Pages that can be rebranded using the ServiceNow content management system.

**Expand IT as a Service:** Improve customer satisfaction by giving users self-service on-demand deployment of a single VM or full application stack on any cloud via the ServiceNow centralized portal.

**Extend Domains:** ITSM, ITOM and ITBM now include application deployments and cloud environments. Update the CMDB with workload status changes; feed incident management with performance and log data; and link back to business service reporting with usage metering and cost data by user group, business service, or cloud environment.

**Fast Time to Value:** CliQr CloudCenter is available as a SaaS solution or as traditionally installed software, and can be implemented in days or weeks—not months. It takes less than an hour to add a supported cloud to CloudCenter and just a few minutes to create and publish application profiles to ServiceNow.

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CloudCenter extends what can be offered as a service for key users:

**For Developers**—Instant access to dev and test environments that include configured infrastructure resources as well as database, middleware, and the latest build. The Jenkins plugin integrates into a continuous integration process and automates continuous deployment so users can request the latest build through ServiceNow.

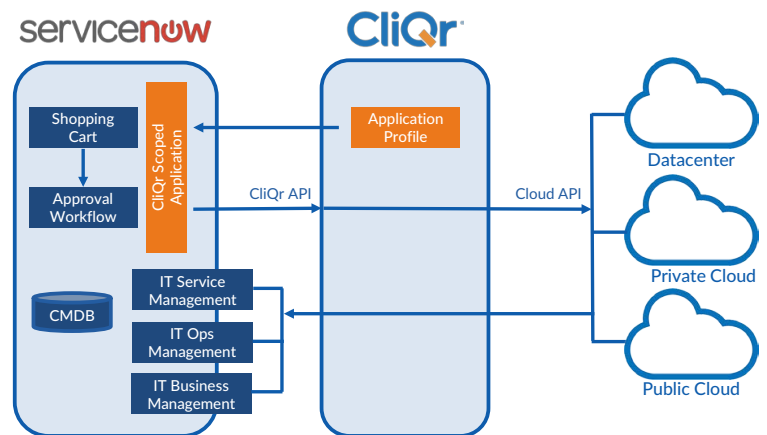
**For IT**—Automate common application deployment and management tasks, such as deploying a VM, a database service, or provisioning a specific image to a specific VLAN. IT can ensure consistent use of hardened OS images and automate other IT audit and compliance requirements.

**For Business Users**—Instant access to temporary deployment of compute-intensive or batch-type applications, such as drug research environments and CAD or simulation applications. CloudCenter enables self-service and pay-per-use models, which help reduce shadow IT and optimize public cloud resources.

## Working Together

ServiceNow and CloudCenter together enable a seamless workflow, as illustrated in the following diagram:

- 1. Publish Application Profile**—A service manager can easily model a cloud agnostic application profile in the CloudCenter profile modeler with out-of-box or imported images, application services and containers, and then publish to ServiceNow.
- 2. Service Request**—In ServiceNow the requestor selects the appropriate item, adds it to their cart, supplies start and end dates, then chooses deployment location based on a side-by-side cost comparison for each available cloud.
- 3. Approval Workflow**—ServiceNow approval workflows route the request to approvers that get projected cost to help guide their decision.
- 4. Automated Deployment**—ServiceNow calls CloudCenter to provision cloud infrastructure resources through direct communication to the target cloud API, and then deploys and configures application images, services, and data.
- 5. Status Updates**—ServiceNow receives status and ongoing infrastructure performance updates from CloudCenter. Combined with information from third-party application performance monitoring and service assurance tools, ServiceNow can log an incident or start a new remediation workflow.
- 6. Closing the loop**—ServiceNow workflows automatically redeploy or scale applications through CloudCenter. At the end of life, CloudCenter manages the termination of the application and infrastructure.



### CliQr Technologies

1732 North First St., Ste 100, San Jose, CA 95112  
888.837.2739 • info@cliqr.com • www.cliqr.com