



## ► USE CASE: IT SERVICE DELIVERY USING CISCO PRIME SERVICE CATALOG (PSC)

### Technology

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Cisco Prime Service Catalog (PSC) is a unified self-service IT portal that facilitates cataloguing and consumption of IT Services for customers. It allows users to track and manage lifecycle of services, from initial request to decommissioning.

Cisco Process Orchestrator (CPO) allows for cross domain orchestration and automation, using CPO to drive automation and service delivery processes across the IT landscape. Complex IT processes that require cross-department collaboration and vendor system integration can easily be integrated using CPO out-of-the box adapters and activities.

### Challenge

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Our customer needed the ability to provide a single user portal to request and manage the lifecycle of IT services. The business needed to pre-define services, associate service requests with automated workflow processes to notify approvers and staff of tasks, and then deliver the requested services. Standardizing the service request and delivery process enabled the business to avoid the risks associated with the manual interaction of multiple siloed teams and processes.

### Solution

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Metsi proposed Cisco Prime Service Catalog (PSC) to catalogue services and allow users to consume these services via a self-service portal. This solution also allowed the lifecycle of the service to be managed via the portal and users to take subsequent actions on services and finally decommission the service when appropriate.

Metsi proposed Cisco Process Orchestrator (CPO) to automate and orchestrate the service provisioning across multiple delivery teams and migrate manually performed actions into a standardised and automated process.

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## Summary

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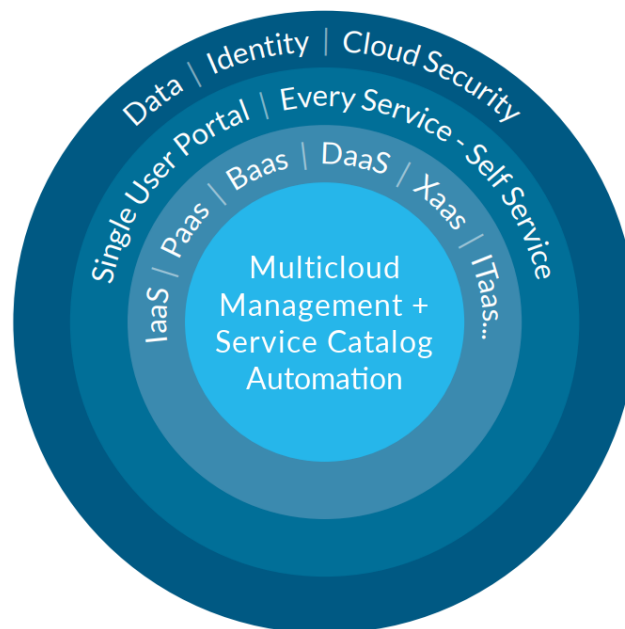
Metsi offers IT-as-a-Service creation, delivery, and assurance. Metsi's ITaaS engineers create a unified self-service IT portal experience that increases user satisfaction in interacting and receiving services from the IT organization. By enabling ITaaS creation and delivery, Metsi facilitates cross departmental automation that is standardized and repeatable. The time and effort taken to deliver services is greatly reduced, and a consistent services experience is assured.

## Metsi Technologies

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Metsi is a global Full Stack Engineering Systems Integrator, Cisco Integrator Partner, and Cisco Business Learning Partner. We have business offices in the US, UK, and Germany and distributed engineering resources throughout North America, Europe, and Africa.

Metsi specializes in complex systems automation & orchestration, built on a multicloud or hybrid cloud fabric, and empowered by a Software Defined Data Center. Our software engineers are experts in self-service platforms (Prime Service Catalogue, CloudCenter), real-time business performance and optimization (AppDynamics, Tetration, Turbonomic); and automated control of network infrastructure (ACI). We integrate the entire IT stack, including RedHat, Microsoft, VMware, Kubernetes, AWS, Azure, and Google Cloud Platform. At the top of the stack, we offer 20+ years of Business Performance Management, including business intelligence, software intelligence, and Cloud APM.



Metsi Technologies Continuous Digital Innovation