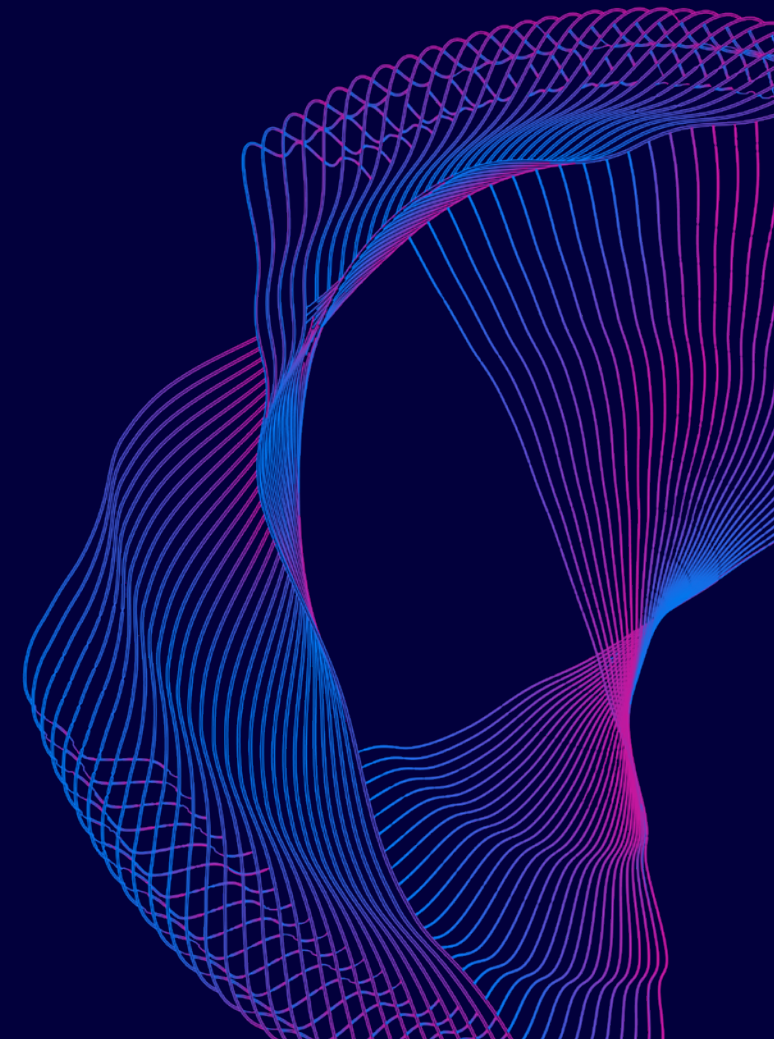MICRO FOCUS®

Run and Transform

How Smart Digital
Transformation Prepared
Organizations for the
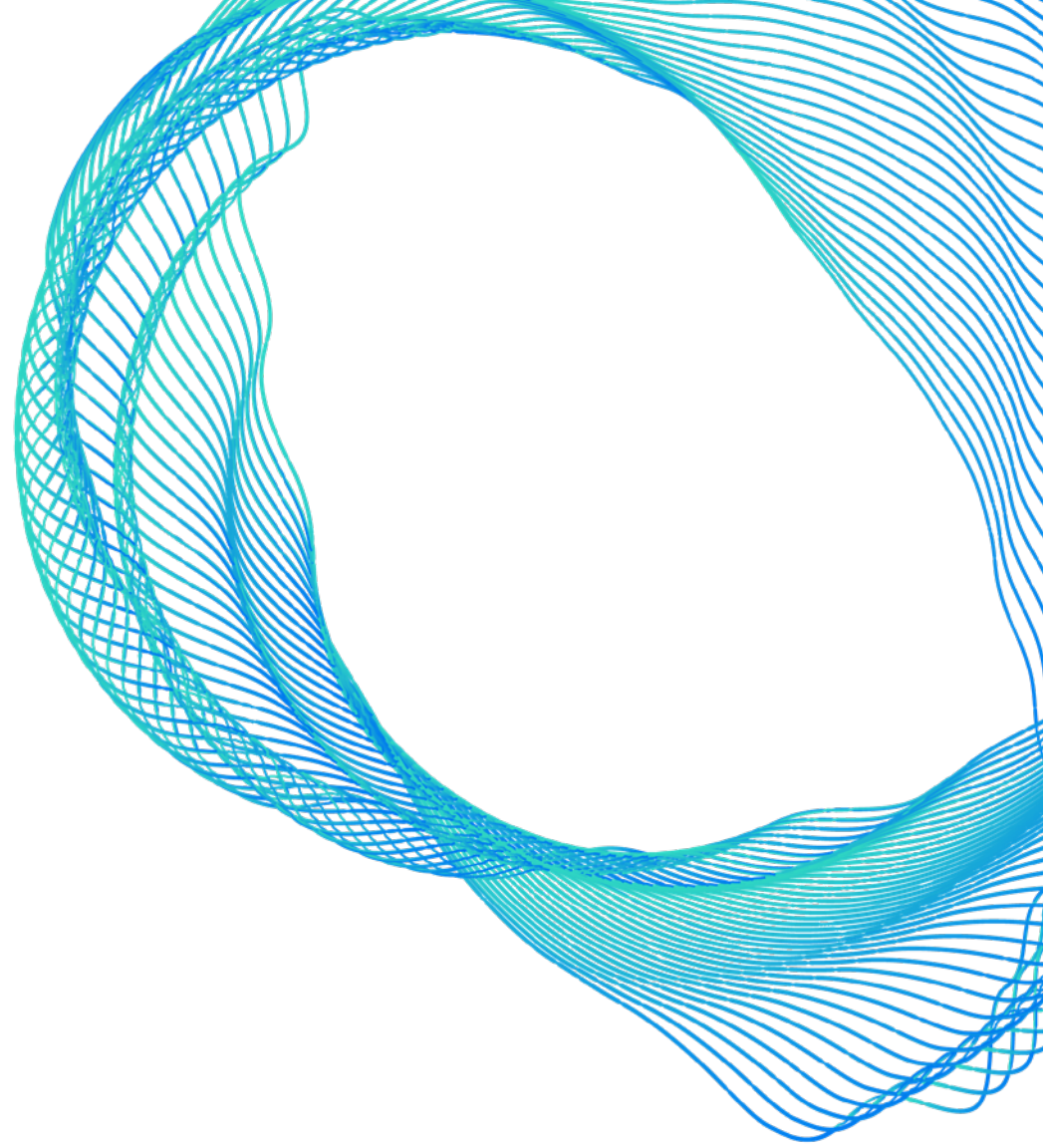COVID-19 Economy

>

Contents

What is
Run and Transform?

Run and transform

That's what your organization —any organization, really— must do. The impact of today's world events on the business environment proves it.

Run

Running your organization keeps your lights on and achieves your immediate goals. But now there's a need for an increased level of agility that keeps pace with world events and changing business models.

Transform

Transforming IT is now conventional wisdom. If your organization doesn't evolve, its growth, profitability, and customer-satisfaction objectives can suffer. In order to run in the future, you need to transform today.

How do you run and transform at the same time?

By bridging existing and emerging technologies you can leverage what you have to run your business today, while also transforming it to ensure it's flexible enough to respond to new realities as they emerge in the future.

Run **and** transform.
That's smart digital transformation.

Our customers with smart digital transformation strategies are adapting to the COVID-19 economy. They are balancing the need to run and transform while addressing critical questions that align with the four key outcomes they're striving to achieve.

Accelerate Application Delivery

- How do I prepare for additional online traffic?
- How do I keep my organization "agile" from top to bottom?

Simplify IT Transformation

- How can I keep remote employees connected and productive?
- How do I prepare for the stress test of my network and NOM?

Strengthen Cyber Resilience

- How do I ensure remote access to data and systems, and protect users' data at the same time?
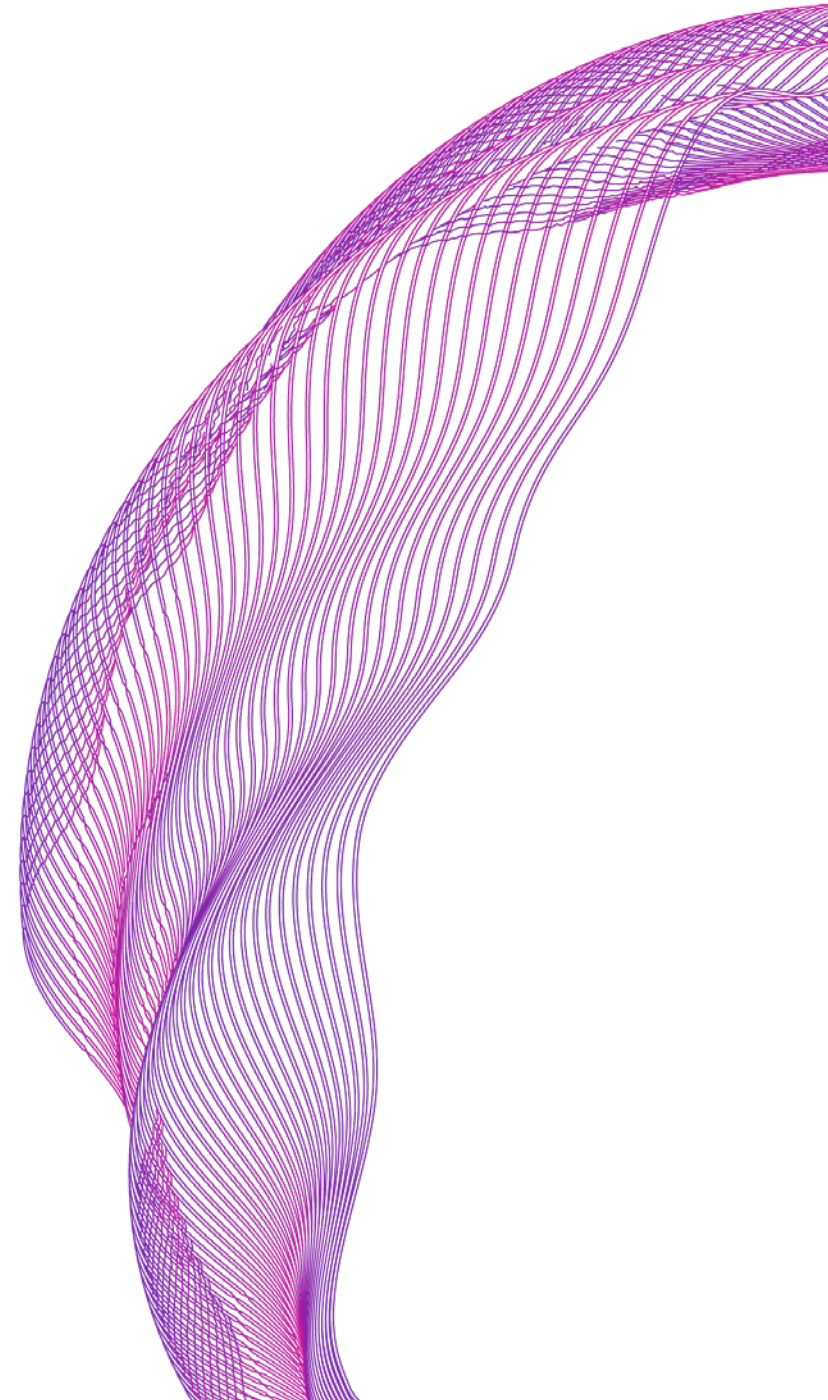- How do I securely support collaboration between virtual teams?

Analyze in Time to Act

- How can I get actionable insights with AI/ML that will help tune operations and anticipate emerging vulnerabilities?
- How can I separate signal from noise to identify new business opportunities?

Run and Transform
Customer Success Stories

FCP Fritsch, Chiari & Partner ZT GmbH:
Security, Risk & Governance

Industry: Construction and Engineering

Location: Austria

Products and Services: Micro Focus Filr, Micro Focus Vibe, Micro Focus GroupWise, Micro Focus ZENworks, Micro Focus Open Enterprise Server

Challenge: Use existing collaboration technologies to work effectively and securely with internal and external partners during a near-instant transition to remote work under pandemic conditions.

Overview: FCP needed flexible internal and external collaborations to accommodate client teams, external project partners, and FCP staff working from a variety of locations. When the pandemic hit, the organization adapted within minutes to a very different working reality because of the adaptable collaboration technology already in place. The ability to continue running seamlessly without having project teams spin up their own solutions and toolsets made the transition to remote work smooth.

Results:
- Flexible collaboration tools allowed FCP to respond with agility to COVID-19-related practice and process changes.
- Centralized file management of 30TB of data and 20 million files was accomplished with Filr.
- Minimal infrastructure needs, with entire infrastructure running from four servers.

"We were told on Friday that the vast majority of our staff needed to work remotely the following Monday. With Micro Focus, we had 95 percent of our staff remotely working within mere minutes."

GEORG FRITSCH
IT Director
FCP Fritsch, Chiari & Partner ZT GmbH

U.S. Library of Congress:

Hybrid IT Management

Industry: Public Sector

Location: United States

Products and Services: Solutions Business Manager (SBM) and Service Request Center (SRC) platform as a Managed Service

Challenge: Use transformation preparations already in place for changing HR processes to speed transition to remote working during COVID-19.

Overview: In late 2019 the U.S. Library of Congress needed a secure Managed Service solution to streamline HR processes. They selected SBM and SRC to provide security and flexibility, and also simplify their IT infrastructure environment. As the technology rolled out in early 2020, COVID-19 struck and remote work became the new normal. The timelines were accelerated to respond to the additional requirements now facing the HR team.

Results:
- Delivered a secure, cloud-based system to address HR needs on an accelerated timeline to meet pandemic challenges.
- Provided a flexible, quality solution to easily adapt processes and applications for changing work conditions.
- Simplified the IT infrastructure.

"Without [Solutions Business Manager] SBM, working remotely would have been tedious, and we would have had to rush to work out new processes and would have had many bumps on the road."

IT LEADER
U.S. Library of Congress

Doctors on Demand:
Security, Risk & Governance

Industry: Healthcare

Location: Australia

Products and Services: Fortify on Demand

Challenge: Identify and close any security gaps in applications and ensure compliance with leading data privacy and information security regulations through rapid business growth driven by COVID-19.

Overview: Doctors on Demand (DoD) worked with Micro Focus partner KJR to develop a risk management framework. The roadmap prioritized projects based on risk assessment factors and business requirements. With the addition of Fortify on Demand, the cybersecurity standards take DoD beyond any other telehealth provider, even as COVID-19 prompted significant growth in the doctor base from 30 percent to 235 percent. "The current situation clearly shows the potential and effectiveness of telehealth, and we are confident that DoD will continue to grow beyond COVID-19," says Kirsty Garrett, CEO.

Results:
- Improved cybersecurity with detailed scan reports.
- Ensured full regulation compliance.
- Implemented easy-to-use and cost-effective SaaS offering.

"Working with KJR and Micro Focus ensures we meet the highest global security standards available to always protect our patients' sensitive data."

KIRSTY GARRETT
CEO
Doctors on Demand

Domo:
Predictive Analytics

Industry: Technology—Software

Location: United States

Products and Services: Vertica Analytics Platform in Eon Mode

Challenge: Create near real-time COVID-19 resources from credible sources around the globe that can act as a single source of truth, and can be presented how the user needs it.

Overview: Domo is a cloud company focused on empowering organizations with business intelligence. Domo Business Cloud allows integration of legacy apps so customers can dynamically integrate data from thousands of sources, turn data into live visualization, and directly influence workflows and applications. With the onset of COVID-19, Domo realized that data analytics could be the biggest weapon in the fight. They began to collect data from multiple credible sources such as WHO, CDC, Johns Hopkins University, and more. Using their Vertica-platform, they correlated it and made it publicly available while allowing users to create their own views. They also created a "Get Back to Work" resource center that helps businesses reopen safely and maintain business continuity.
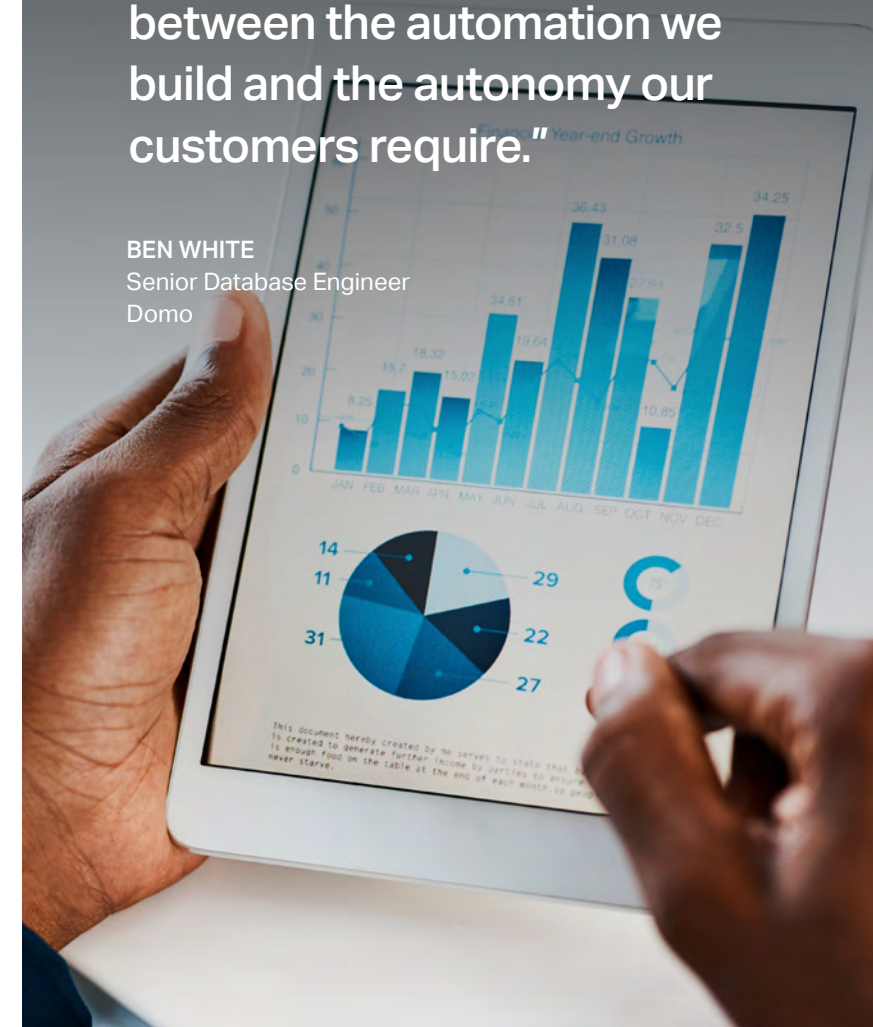
Results:
- Collected and analyzed data from disparate, siloed sources.
- Updated data at near real-time speed.
- Created publicly available content that allows users to create individualized views in days, not weeks or months.

"Our ability to ingest data from anywhere and build processes on top of that data is revolutionary in its simplicity.

We regard Vertica's advanced analytics as the bridge between the automation we build and the autonomy our customers require."

BEN WHITE
Senior Database Engineer
Domo

Carante Groep:

Security, Risk & Governance

Industry: Healthcare

Location: The Netherlands

Products and Services: Micro Focus NetIQ Advanced Authentication

Challenge: Rapidly scale services and security as demand spiked because of COVID-19
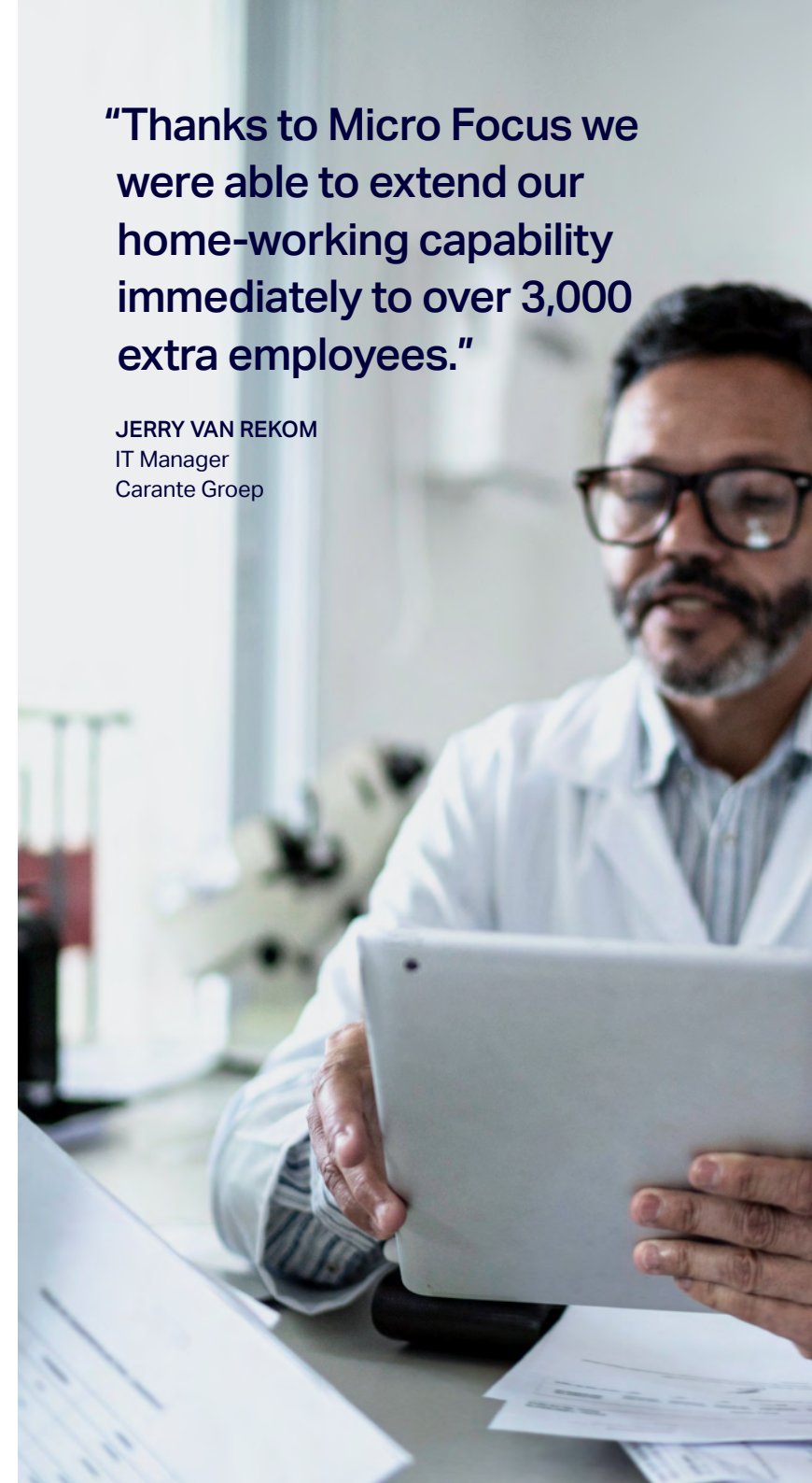
Overview: Carante Groep was supporting approximately 2,000 home-workers when COVID-19 struck in March 2020. They needed to securely add over 3,000 additional work from home staff using advanced identity authentication. Micro Focus immediately provided all of the NetIQ Advanced Authentication licenses needed to ensure the remote employees could access the data and services they needed to continue providing client care.

Results:
- Provided advanced identity authentication and access to extend home-working capabilities to over 3,000 extra employees.
- Agile response ensured no gaps in client care.
- Allowed hands-on caregivers (about 80% of staff) to deliver client care anywhere, any time, and with any device.

"Thanks to Micro Focus we were able to extend our home-working capability immediately to over 3,000 extra employees."

JERRY VAN REKOM
IT Manager
Carante Groep

We're Not Done Yet

More success stories are emerging as our customers constantly pivot to ever-changing business realities.

A Fortune 100 retailer

centralized visibility and management over a number of IT requests with Voltage SecureData Enterprise as stores adjusted to a new normal.

(Security, Risk & Governance)

A power supplier

proactively built a network dashboard using Network Operations Management to stress test their remote network connectivity in preparation for large-scale, work-from-home requirements.

(Hybrid IT Management)

A Swiss bank

prepared for increased cloud usage by deploying and maintaining virtual machines over a weekend with the help of Micro Focus support engineers.

(Support)

A federal social services agency

quickly installed LoadRunner to ensure their website could keep up with the spike to 300,000 concurrent users requesting government support.

(Enterprise DevOps)

An Australian state government agency

facilitated remote working capabilities for its staff with the help of Premium Support engineers and ZENworks products so they could provide vital services to their community.
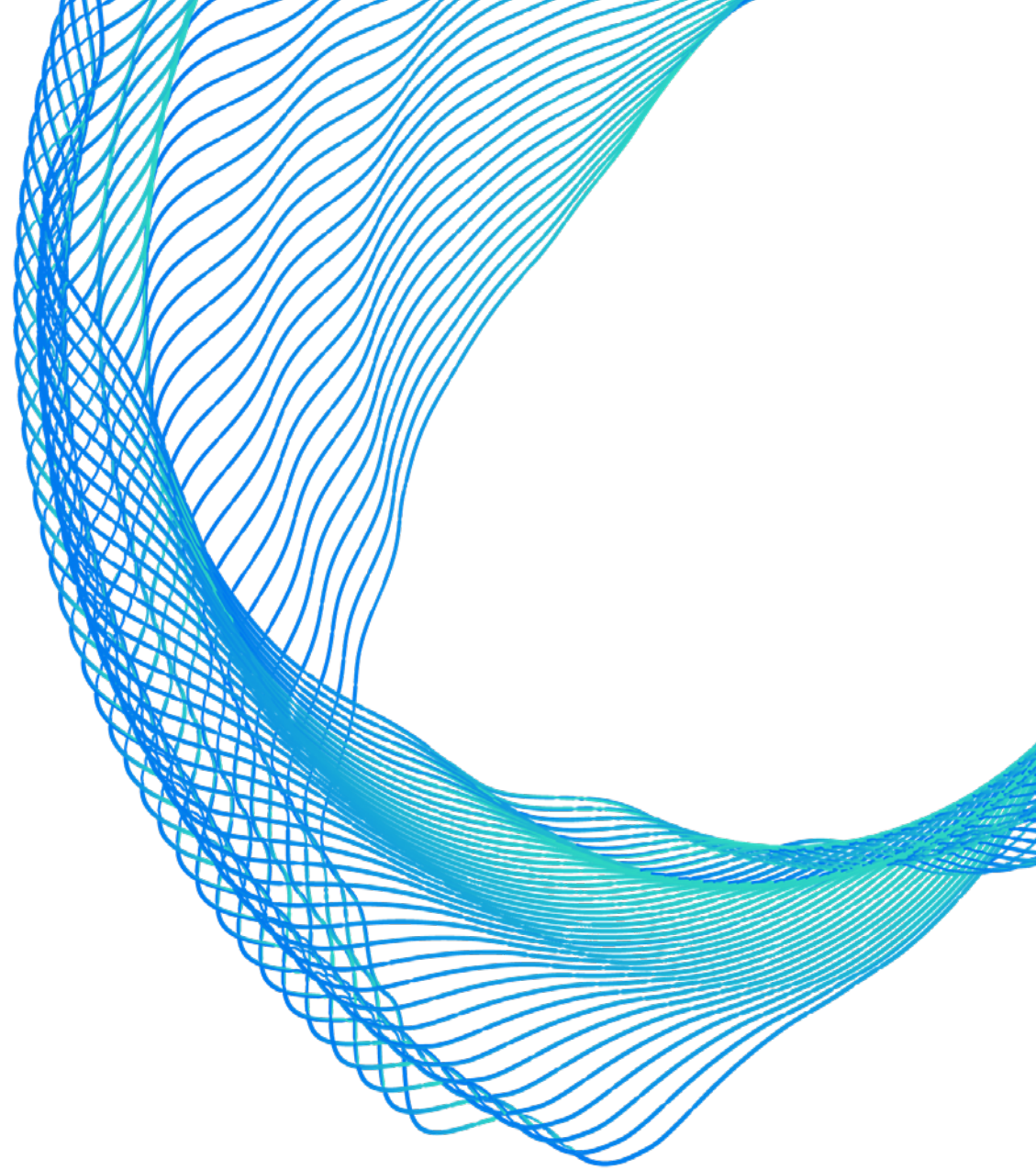
(Security, Risk & Governance)

Multiple health-related organizations

embedded predictive analytics technology Vertica to help track the spread of COVID-19.

(Predictive Analytics)

Micro Focus is
Here to Help

Solutions to Help You Through

We recognize that these are extraordinary times, and suggest these quick solutions to help you ensure business resiliency.

Performance Engineering

LoadRunner Pro/Enterprise/Cloud & Silk Performer

Ensure your systems can adapt to the influx of additional online traffic by leveraging performance testing to quickly pinpoint and resolve issues.

Contact us ›

Safe Social

Social Media Governance

Protect your organization and employees by archiving and monitoring social media content. Digital Safe customers can use Social Media Governance to capture one of their collaboration channels at no charge for 90 days.

Contact us ›

Support Services

Premium Support

Get the answers you need when you need them. Customers in mission-critical industries can get access to "Premium Support Lite" at no additional cost until April 30, 2021.

Contact us ›

Application Security Testing

Fortify on Demand

Keep your applications secure with powerful end-to-end application security testing embedded in your development environment.

Contact us ›

Secure Email

Voltage SecureMail Cloud

Keep your employees' email secure while they work from home with a best-of-breed email security SaaS solution that ensures privacy compliance.

Contact us ›

Our Team is Your Team

Micro Focus is ready to help you adapt to the realities of the evolving economy every day.
Our experts can help you optimize your existing products, quickly get new technology up and running, and provide training to increase adoption.
We're on your team.

Support

Business continuity is your first priority. Micro Focus expertise is available in many formats to fast-track resolution of incidents. We help you ensure your customers get the exceptional experience they expect.

See more ›

Professional Services

Our team of service professionals can help you quickly implement your business continuity plans and accelerate your outcomes.

Contact us ›

Education

Simplify the process of training your teams to adopt new practices, business applications, and collaboration solutions by using our Adoption Readiness Tool (ART). Register for our ART Introduction Webinar and receive a 3-month complimentary trial license, online training, and access to technical webinars.

Register now ›

Software Version Updates

Older software can affect system security, resiliency, performance, and more. Get the full value of your software license so you can take advantage of the latest features and benefits.

See latest product info ›

How Can I Learn More?

To get answers to your questions or learn more about how you can adapt to a new work reality <u>contact us.</u>

Discover the benefits of Smart Digital Transformation ›

Read the article Digital Transformation, Fast Forward: Time to Adjust—and Accelerate ›

Find out what's driving digital transformation in these key areas:
Enterprise DevOps ›
Hybrid IT Management ›
Security, Risk & Governance ›
Predictive Analytics ›

Community:
Visit our Community for product help, to read a blog or submit ideas, and more ›

MICRO FOCUS®