

# Concierge by CloudScope

## IT Service Management for Resources

### EASY TO USE

Users request and manage resources using a web browser, making it easy to participate in managing their own resources.

### FLEXIBLE

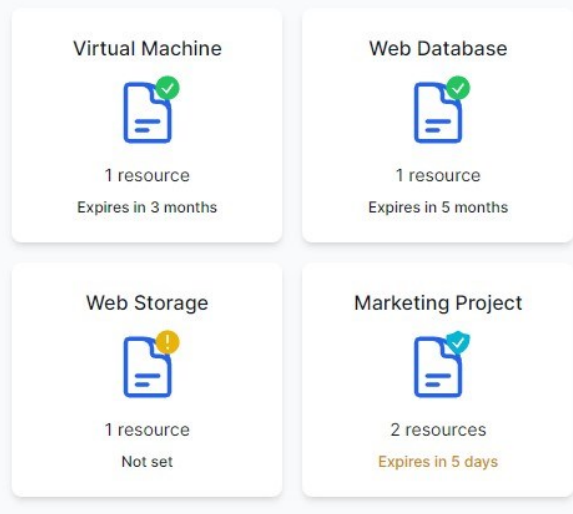
IT administrators can create policies that match organizational requirements, from permissive approvals to structured approval workflows. Concierge can fit in with any organization.

### SUPPORTS ENTIRE LIFECYCLE

Concierge supports the entire resource lifecycle. Administrators can create policies specific to resource creation, modification, renewal or transfer.

Concierge also makes it easy for users to return resources to IT for reuse or deprovisioning.

### Service requests



IT resources can be expensive, no matter whether they're deployed in the cloud or on-premises. Yet too often an email-based request process leaves IT wondering who's responsible for a resource, who approved it, and whether it's still needed.

Concierge by CloudScope is a ticket-based IT resource management system. Using Concierge, users request resources from IT using an easy-to-use web interface.

Concierge policies determine what type of approval process is required. Some organizations may allow automatic approvals, while others may require approval before deployment. Policies are easy to create and are automatically applied based on the user making the request or requested resource type.

- Automate the process that users follow to request IT resources, whether in the cloud or on-premises.
- Concierge's ticketing system allows you to easily build the approval process needed—from simple to complex—at all points of a resource's lifecycle.
- Get complete visibility into what resources have been deployed, whether they're still in active use, and who is using them.
- Reduce costs by identifying resources that are no longer needed and can be safely removed.

IT can ensure that a resource is still needed because Concierge can request that users affirm that they are still using the resource from time to time. This helps save money by identifying resources that may no longer be needed. Concierge makes it easy for a user to notify IT that it can deprovision the resource.

Concierge also allows users to transfer resources from one person to another as organizational needs change. Depending on the active Concierge policy, this can be either automatic or require some type of approval, allowing Concierge to fit with any organization's requirements.



# Policies Provide Flexibility and Automation

## HIGHLY SECURE

Concierge runs on Microsoft Azure, a highly-secure cloud foundation. All data is fully encrypted in transit and at rest. Concierge also implements a variety of security roles, allowing you to define the capabilities of each user.

## HIGHLY SCALABLE

Concierge can support businesses of any size, from small, growing companies to large enterprises. Concierge uses highly scalable, document-based storage that can support your organization.

## TECHNICAL SUPPORT

Support is provided from our US-based offices via email, web and telephone. Knowledge base articles and documentation are available online for viewing any time.

For more information on any of our products please visit us on the web at [www.cloudscope.io](http://www.cloudscope.io)

Policy name: Compute policy Active:

Service Request Resource Lifetime

Resource lifetimes have no limits

Maximum resource lifetime

Duration: 6 Months

Filters | Reviews | Notifications

Create | Extend | Modify | Transfer

Review source: Reviewer role Min approvals: 2

+ Add

Policies are a powerful aspect of how Concierge manages resources. A policy defines:

- The length of a resource's lifetime
- What reviews are required for each phase of a resource's lifetime: creation, lifetime extension, modification and transfer between users
- The notifications generated by a resource.

Policies can be applied automatically, allowing you to enforce organizational requirements with ease. Policies are automatically applied based on properties of the resource requester (title, location, group membership) or of the resource itself. You can also add a default policy to specific users.

This unmatched flexibility allows you to apply Concierge to meet whatever your organization requires.

# Concierge Integrations

Concierge integrates with Azure Active Directory, which lowers the cost of using Concierge and leverages your existing identity investments.

Not only can users sign in with their Active Directory credentials, but Concierge uses Active Directory user information such as title, department and location to auto-assign policies. Administrators can also choose Active Directory groups to review and approve Service Requests.

Concierge also integrates with Slack, allowing users to receive notifications and other important alerts within their Slack client. Similar integration with Microsoft Teams is also planned.

\* Slack and Teams integrations are not available for all plan levels.

CloudScope Concierge APP 10:22 PM

Concierge: New review request from Martin Parris

Service request: Compute

Resources: 1

Expires: Never

Pending state: Create

View the Service Request View

Respond to review request:

Comments (optional)

Write something

Approve Reject



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