

Solution Brief

Key Benefits

- Less manual effort and highly standardized automated procedures increase the quality and reduce the number of tickets
- Offer consumable services with an automation-as-code approach and increase adoption within development teams
- Seamless integration with your service catalog through a vast choice of out-of-the-box plugins and templates

Key Capabilities

- **Infrastructure automation.** Simplify the efforts of developers and operations to create, deploy, and run applications with automatic provisioning and factory reset
- **Multi-cloud automation.** Connect islands of automation without weakening your security
- **Database automation.** Execute SQL commands, stored procedures, and DBA functions without having to use an external command line tool
- **Managed file transfer.** Eliminate extra tools with managed file transfer that integrate directly within your data processing
- **AIOps.** Scalable and open AIOps solution for automated remediation
- **Big data automation.** Simplified automation for your big data
- **ERP automation.** Simplify and accelerate ERP processing
- **Workload automation.** Manage complex workload across platforms, ERP systems, and business apps from mainframe to microservices

Self-Service Automation

Make Self-Services Accessible for Development and Business Users

At A Glance

Self-service automation enables organizations to extract the most value from their investments in people and technology. Because time spent waiting for a service request means wasted money and lost opportunity, self-service maximizes productivity and enables businesses to move at digital speeds.

Business Challenges

Increasingly, IT users expect the same levels of service in their business lives as they receive in their personal lives. They expect to be able to go online, to request a new application or service, and to receive it in a matter of minutes or hours, not days or weeks. But transforming existing data centers to enable IT as a service (ITaaS) and private cloud initiatives is not an easy task:

- You operate in technology silos, lack systems integration, waste talented resources on repetitive tasks, and struggle to enforce standards and compliance policies.
- You cannot align with the pace and scale of agile teams, deliver development and test environments as part of DevOps pipelines, and put innovation and business growth at risk.
- You are slow to deliver new service requests, push the business to look for alternatives that give them what they need, when they need it, and make shadow IT to grow.

Competitive pressures, and the accelerating pace of change, no longer allow for time-consuming, siloed, manual processes. Digital businesses need automation that helps them reach new levels of flexibility and scalability, while leveraging existing IT investments and skills. Ultimately enabling service delivery across teams and departments at the push of a button.

Solution Overview

Automic® Automation, along with an automation center of excellence let you provide self-services for development and business users and integrate with all major infrastructure, tools, and clouds. Enable fully automated delivery of your services with seamless integration into service desk or ITSM tools, improving service levels and helping to reduce the overall number of tickets.

Automic Automation has open APIs and automation-as-code capabilities that empower your DevOps toolchains. Enable developers to code and integrate automation artifacts directly during development. Automating processes and infrastructures is no longer an afterthought delegated to operations. As a result, DevOps pipelines run faster, with less errors, maximizing productivity and enabling business to move at digital speed.

Critical Differentiators

- **API-driven.** Open API automation platform that integrates your applications and tools across the enterprise into a single comprehensive automation strategy
- **Massively scalable.** Scales up to 100K agents and 100M jobs per instance. Software clustering ensures reliability and dynamic scalability without the need of specialized fault tolerant hardware
- **Lifecycle management.** Easily and securely promote automation policies across development, test, and production environments
- **Automation-as-code.** Empower shift-left initiatives by enabling developers to directly code automation artifacts that can be easily promoted across development, test, and production environments
- **Integrations marketplace.** Marketplace of add-ons and templates to extend the reach of automation and solve more business challenges
- **Mainframe to microservices.** Provide support for mainframe, distributed, virtual, and cloud environments combined with the broadest certifications for business applications
- **Zero downtime upgrades.** Zero downtime upgrades guarantee there is no need for a maintenance window and no downtime when installing new versions or patches
- **Governance and compliance.** Comprehensive auditing and control of all automated processing and user activity keeping processes in conformance with company regulations

Figure 1: Automic Automation lets you manage complex processes such as automated remediation or dynamic provisioning.

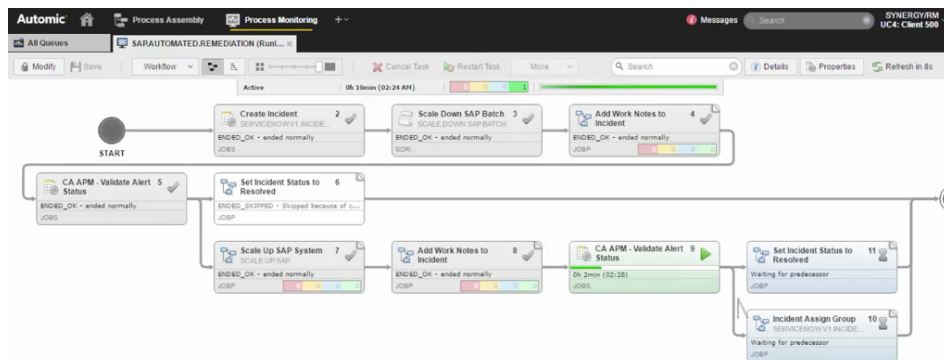
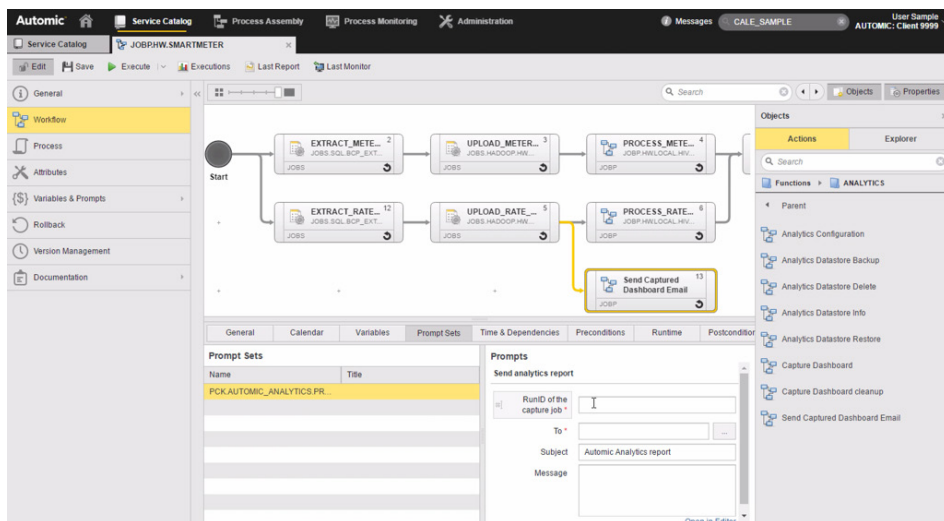


Figure 2: Enrich your service catalog by creating services through a vast choice of out-of-the-box and customizable plugins with Automic Automation.



Related Products

- Automic® Automation: Drive growth of your company and accelerate your digital transformation

For more information, please visit ca.com/automation.