

Cherwell IT Process Automation (ITPA) & Robotic Process Automation (RPA) Powered by AutomationEdge

AutomationEdge is the Certified App Listed in Cherwell mApp Exchange



AutomationEdge, the leading Integrated Automation Platform for IT & Business Process Automation has deep connectors that seamlessly integrates with Cherwell to provide digital experience. Integrate your existing service requests or use our bundled service request definitions in few minutes using our wizard. The integration available on the mApp Exchange extends Cherwell’s capabilities to front office, middle office, back office and IT operations. AutomationEdge provides 400+ ready Bots for IT and business operations automation to reduce TAT, errors and increase productivity.

Few sample scenarios are as below



Employee Onboarding and Off-boarding
Creation/deletion of Domain User and Email box, add/modify distribution list etc.



Access management
Access to a shared folder, printers, database, software like HRMS, SVN, Salesforce etc.



Incident Resolution
Server restart, service restart, disk clean-up, password reset, unlock user account etc.



AI-Powered Service Desk
Auto ticket assignment and auto resolution with AutomationEdge



Orchestration
Extensible automation design engines with orchestration-oriented workflow



Self Learning
With NLP, understand email tickets in natural language and ML provides self-learning capability

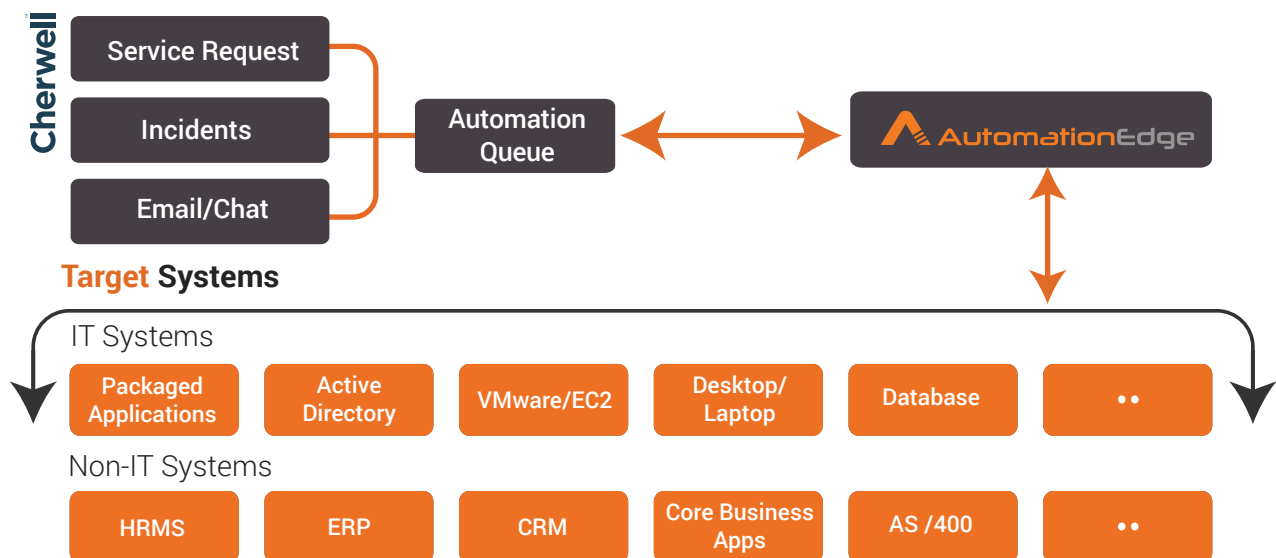


Automate IT & Other Functions
With Cherwell and RPA to automate IT, HR, F&O and other business operations



Improves Turnaround **time by 90%** with quick resolution

AutomationEdge Integration



Unified Automation Platform for Business & IT Process Automation

IT Process Automation

AutomationEdge IT Process Automation automates repetitive and routine IT tasks to reduce downtime and improve incident response and resolution. It offers advance capabilities like RPA, chatbot, machine learning and rapid API integrations.

AutomationEdge Bots for IT Offers:

- Library of 250+ ready actions for IT systems to automate common IT processes (e.g. employee on-boarding, end user support, datacenter operations) and tasks
- Virtual assistant for IT, HR, ERP, CRM and Core business applications to serve existing customers and prospects

Runbooks

- Email box , Distribution list
- Shared folder
- Password reset
- Server Restart, Health Check
- Employee onboarding

Base Adapters

- SSH
- PowerShell
- Web Services
- SQL
- GUI

Base Other Adapters

- AWS, Azure, VMWare, Solaris, CISCO ..
- Office 365, Microsoft Active Directory, Exchange Server BOX, Airwatch, Microsoft InTune, ..
- Business applications like Salesforce, EBS, ..

Business Process Automation

Every organization has various business functions and each function has a set of processes, some of these processes have repetitive and rule based tasks which are time consuming and can be error prone, if performed by humans.

AutomationEdge - Robotic Process Automation automates such repetitive data processes, like processing transactions, collating data, triggering responses, and integrating various disparate data systems. AutomationEdge - RPA and its intelligent automation ensures that all such operations across front office, middle office, back office and IT operations are done at faster speed and at reduced cost with highest accuracy.

Use Cases

- HR – Personal Information, Leave,
- Timesheet, Employee onboarding..
- F&A – Billing, Reconciliation..
- Procurement – Vendor mgmt.,
- Invoice processing .
- Business Ops – Payouts ..

RPA

- Web UI
- Desktop UI
- Excel
- Mainframe
- Miniframe

Ready Action Bots

- CRM – Salesforce, Sugar CRM
- ERP - SAP, Dynamics, Oracle, Infor
- Cherwell, BMC Remedy/Remedyforce, ServiceNow
- RDBMS, NO SQL Databases
- Hadoop
- Fuzzy Match, etc.

Recognitions



AutomationEdge is Recognized as Niche Player in the First-Ever
Gartner Magic Quadrant for RPA Software Report, 2019,
Scores High on Vision and Capability.