

Transforming **Enterprise Service Management** with **Remedyforce** ITSM on Cloud and **AutomationEdge**



Traditional approaches to IT service desk operations have reached their limit. The adoption of cognitive-enabled technologies is poised to radically change how we think about and deliver assistance and services to the consumers of corporate IT services.

AutomationEdge provides machine learning capabilities to your service desk to handle unstructured emails and classify correctly with bots which reduces the burden of your service desk executive (See below image). With auto classification and assignment of tickets, bot also provide end-to-end resolution or perform diagnostic steps (e.g. health check of server or service) and hand over the tickets to humans at right stage. This saves time of your L1, L2 and L3 engineers to make them available for critical tasks.

Few sample scenarios are as below



Employee On-boarding 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.



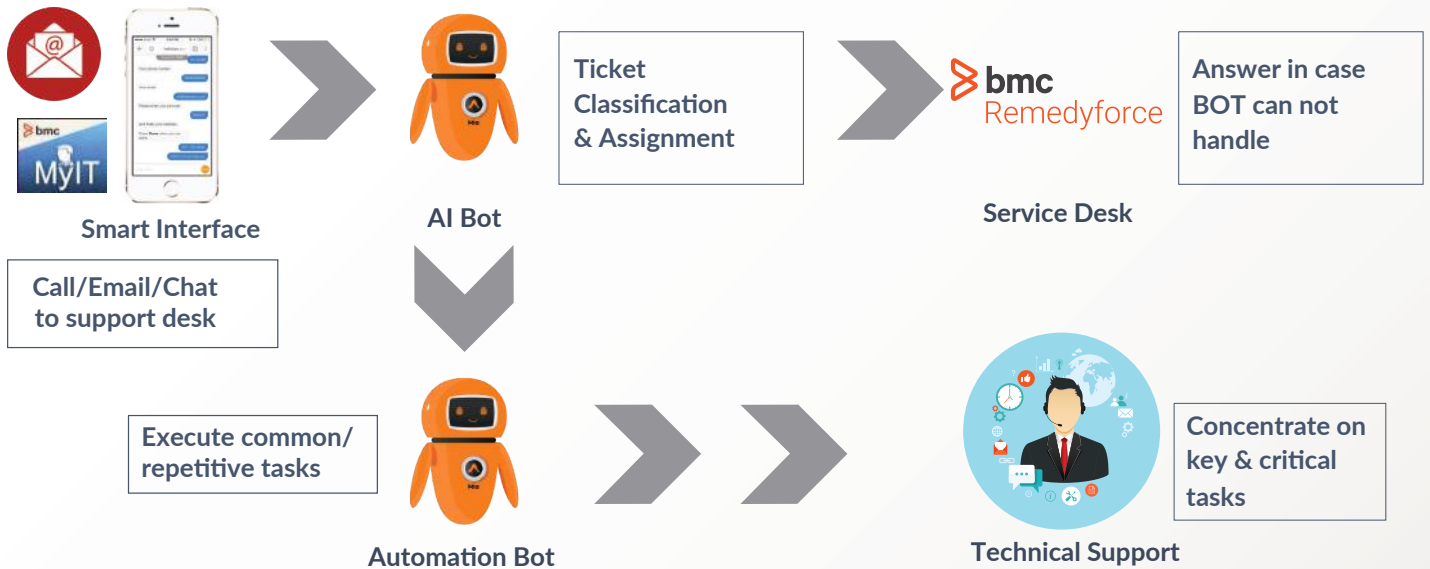
Incident Resolution :

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



Periodic backup of the database server, file server etc.

AI-Powered Remedyforce



Business Benefits



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 advanced 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 on-boarding

Base Adapters

- SSH
- PowerShell
- Web Services
- SQL
- GUI

Other Base 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 on-boarding..
- F&A – Billing, Reconciliation..
- Procurement – Vendor mgmt., Invoice processing ..
- Business Ops – Payouts ..

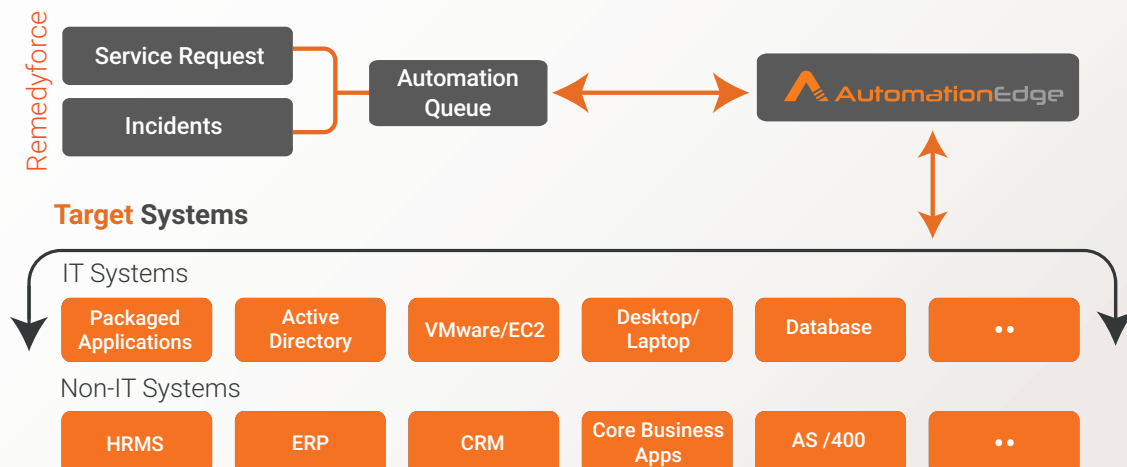
RPA

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

Ready Action Bots

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

AutomationEdge Integration



BMC Technology Partnership

- Bundled in BMC Remedyforce and works seamlessly with Remedyforce & Salesforce
- App has passed the stringent Salesforce security reviews
- Listed app on the Salesforce App Exchange and BMC MarketZone
- Deep RPA Connectors for Remedyforce: App, Ready Action Bots



About AutomationEdge

AutomationEdge is the preferred IT Process Automation and Robotic Process Automation (RPA) solution provider. It's highly advanced Intelligent Automation, brings together all the essential technologies required for enterprise automation like Artificial Intelligence, Machine learning, Chatbot, ETL, ready API integrations and IT Process automation. AutomationEdge has already delivered its innovative solution to large multinationals globally like American Express, Capita, Coty, ICICI Lombard, HDFC Life, Smart Dubai Government, Mashreq Bank and Genpact to name a few. AutomationEdge helps organizations automate their mundane repetitive rule based tasks across verticals whether it is front office, middle office or back office. AutomationEdge is also listed in the Salesforce AppExchange.

Our Clients



Recognitions

