

Benefits of AutomationEdge



• Reduce Cost

AutomationEdge offer 24*7 store front to business users with automation service catalog eliminating need of IT staff to resolve repetitive service requests or incidents.



• Reduce Errors

With repetitive nature of work to keep the lights ON, the support engineers can make mistakes, but with AutomationEdge, virtual engineer eliminates errors that significantly improves first call resolution rate.



• Faster Response to Business

In this digital age, organizations have tremendous pressure to deliver faster and better. IT can't let down the business users by providing slower responses and resolutions.

AutomationEdge can help you resolve user requests in few minutes.



• Unlimited Scalability

AutomationEdge allows you to scale your IT operations pretty fast without needing to recruit more resources, training them etc. You can scale up your virtual engineers using AutomationEdge overnight.



• Increased Compliance

Instead of outsourcing, now you can insource the work without adding any new manpower. You no more are sharing the credentials with the contractors. All the actions by AutomationEdge are logged and are available for audit. This helps you achieve higher level of compliance.

AutomationEdge for BMC Remedy

The consumers are getting services faster, better and lot cheaper with digital services. The business users in an enterprise on the contrary see that experience of dealing with IT has not improved much. They still need to put requests which they submit to IT takes long time to resolve. This hampers productivity of business user and her ability to respond to challenges of the market place. There is huge pressure on IT to come up with innovative solutions and digital offerings. The complexity of IT is increasing. But still lot of energy of IT is going in keeping the Lights On.

AutomationEdge software helps you automate any manual, mundane and repetitive tasks and free the bandwidth of IT. AutomationEdge is a BMC Marketzone product and it seamlessly integrates with BMC Remedy.

With AutomationEdge for BMC Remedy, the business users start getting digital workplace experience – fast, hassle free and error free resolution of requests raised through BMC Remedy self service portal.

Business Challenge

Enterprises have invested in BMC Remedy self-service request management systems to improve efficiency. Employees many a times go to these portals to raise requests. But once the request is submitted, the resolution is still done manually. IT departments need to still work manually on these requests like password reset, employee onboarding, request for specific data, request for virtual machine, request for change in distribution list, request for data backup, request for software install, resolve desktop slow issue etc. Due to sheer volume of such request, significant man power of IT gets involved in resolving these mundane and repetitive requests.

Many a times, senior engineers get involved in handling the extra load of such tickets. The mundane and repetitive nature of work puts stress in the system and many times results in errors. On the other hand, business users are waiting on request fulfillment which as per them are simple requests and should not take that long. The wait time impacts productivity of business user and impacts business directly.

Solution

With AutomationEdge for BMC Remedy, resolution of request happens almost instantaneously and without errors. This helps increase CSAT significantly and gives boost to “Shift Left” strategy to reduce the cost.

BMC Remedy automated service catalog acts as Store Front which helps automate many repetitive task. AutomationEdge comes with many adapters for many applications and systems both on premise and on cloud like Active Directory, Office 365, Microsoft Exchange, Amazon EC2, VMware and many others. When an end user clicks on a service request, it can be fulfilled immediately and automatically. The requests can also be subject to any appropriate approvals from IT, HR or line-of-business managers. This approval process is taken care by Remedy workflows.

Key capabilities of AutomationEdge include

1. Wizard to associate Remedy service Request forms with AutomationEdge workflows

AutomationEdge is bundled with BMC Remedy ARS app. This app allows you to map your BMC Remedy service requests forms and tasks with AutomationEdge workflows.

2. Employee onboarding and off boarding

Employee onboarding involves provisioning new users on many different systems and applications. Offboarding involves revoking the accesses on time when employee is leaving the organization. With 100s of adapters and actions shipped with AutomationEdge, it is possible to automate most of the onboarding and offboarding requests. The initiation of these requests can be delegated to HR or line of business.

3. Repetitive IT tickets automation

There are many tickets on services which are repetitive in nature like shared folder access, password reset, restart a virtual machine etc. These all can be offered to end users through BMC Remedy self-service console for automated resolution.

Service Desk with AutomationEdge

Key Features



Wizard to achieve automation
No developer needed



Accessible Library of automation use cases
100 + adapters and actions



Faster time to value
Implementation time is in hours and not months



Pay per use
No CAPEX investment, you only pay for per ticket automatically resolved



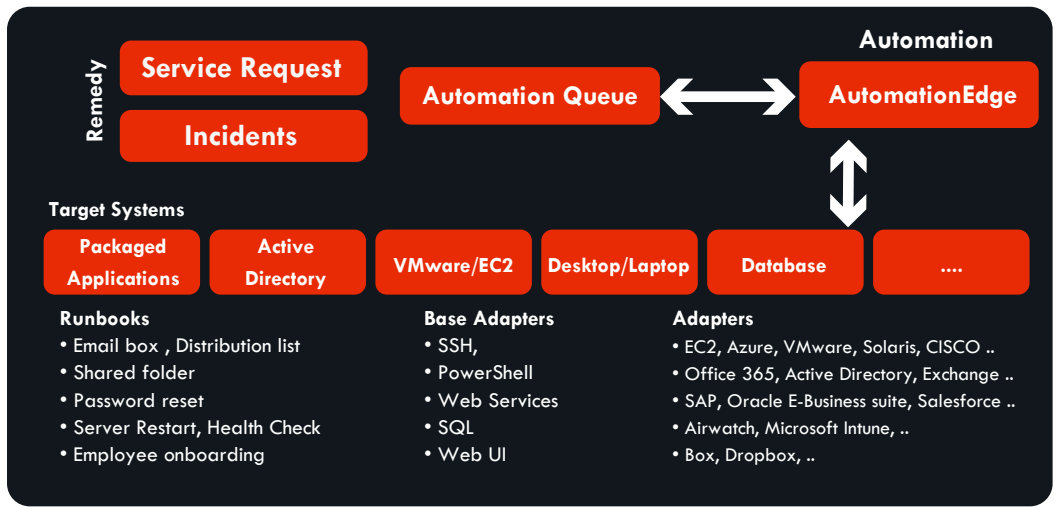
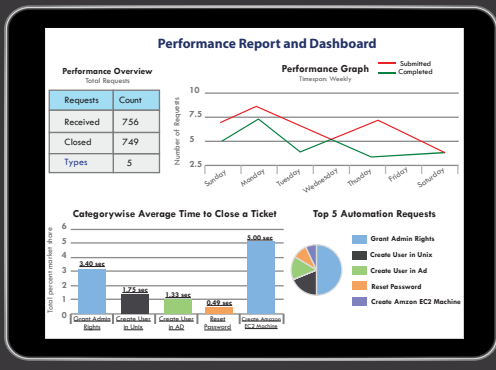
Digital experience for business users
Fast, hassle-free, delivery with automated service catalog available 24x7



Try and Buy Experience
Multi-tenant cloud trial instance



Performance Dashboard
Monitor the performance of AutomationEdge using performance dashboards & reports



PRODUCT DETAILS

Wizard for Remedy tickets automation

AutomationEdge Remedy app provides wizard to associate your BMC Remedy service request forms and tasks with AutomationEdge adapter workflows. The wizard and AutomationEdge configuration console needs operator level skills to get the system up and running for new use cases. You do not need any developer level skills for service desk tickets automation. AutomationEdge support different options for execution of service request tasks – immediate, delayed or in specific time window.

Agentless and lightweight

AutomationEdge is shipped as software appliance which runs on windows server OS. The deployment of AutomationEdge takes few hours. You do not have to run any installation process. There is no need of external database that needs to be installed or configured. This allows you to get up and running very quickly with minimal efforts to maintain it.

Security

AutomationEdge has passed the security review of Salesforce. Salesforce security review involves a qualitative and quantitative security review process with to ensure applications meet a set of security standards and best practices.

The credentials required to interact with target system are kept safely in AutomationEdge. AutomationEdge provides all the audit trails of all the automated actions done on target systems for your analysis.

Dashboard

AutomationEdge provides dashboards and reports on mobile devices. You get the see the trends and reports for all the requests submitted to AutomationEdge for automated resolution. It is very easy to get view of cost saving in IT operations and productivity gain of end users with AutomationEdge through the dashboards.

Adapter Library

AutomationEdge is shipped with adapters and actions for most of the commonly used industry applications and systems – operating systems, business applications, directory services, hypervisors, public clouds, mobile device management systems, databases, email and collaboration solutions, cloud storage and share folder systems, networks, and business intelligence systems. We are constantly expanding the adapters and actions available with AutomationEdge.

Password reset and account unlock

BMC Remedy public page, BMC Remedy service request or mobile SMS can be used to reset the password or unlock the account of an user in Active Directory or LDAP. Two factor authentications is supported for secure password reset.

AutomationEdge adapter development kit (optional add-on)

We have designed AutomationEdge product in such a way that typically customers need not have to maintain development skills to achieve automation. But we understand that some of the organization might want to extend AutomationEdge to modify existing adapters or write new ones. We provide developer studio which enables you to build new actions and adapters in AutomationEdge. AutomationEdge provides list of base adapters (e.g. Powershell adapter, SSH adapter, FTP adapter , Web services adapter etc) for you to easily build new adapters and actions.

About AutomationEdge

AutomationEdge is a Service Desk Automation and Robotic Business Process Automation solution. AutomationEdge helps organizations in digital workplace and digital enterprise journey through automation. AutomationEdge has passed Salesforce AppExchange security review and is a BMC MarketZone product.