

Benefits of AutomationEdge



• Reduce Cost

AutomationEdge offers 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. AutomationEdge helps in eliminating these kinds of errors.



• Faster Response to Business

In this digital era, organizations have tremendous pressure to deliver faster and better. AutomationEdge can assist you in resolving the user request faster.



• Scalability

AutomationEdge allows you to scale your IT operations pretty fast without any recruiting more resources, training them etc.



• Increased Compliance

No need to share the credentials with the contractors any more. All the actions by AutomationEdge are logged and are available for audit.

AutomationEdge for Remedyforce

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, which resulting in long time to resolve. This results in hampering the productivity of business users and its ability to respond to challenges of the market. There is huge pressure on IT to come up with innovative solutions and digital offerings.

AutomationEdge software not only helps you automate manual, mundane but also repetitive tasks and free the bandwidth of IT. AutomationEdge is a BMC marketzone product and it seamlessly integrates with Remedyforce.

Business Challenge

Enterprises have invested in Remedyforce self-service request management systems to improve efficiency. Employees many a times go to Remedyforce page to raise requests, but once the request is submitted, the resolution is still done manually. IT department 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 requests, significant man power of IT gets involved in resolving these mundane and repetitive tasks.

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 Remedyforce, resolution of request happens almost instantaneously and without errors. This helps to increase CSAT significantly and gives boost to "Shift Left" strategy to reduce the cost.

Remedyforce automated service catalog acts as Store Front, available 24x7. AutomationEdge comes with many adapters for various 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 subjected to any appropriate approvals from IT, HR or line-of-business managers. This approval process is taken care by Remedyforce workflows.

Key capabilities of AutomationEdge include

1. Employee onboarding and offboarding

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.

2. 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 Remedyforce self-service console for automated resolution.

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 days and not months



Pay per use, Opex, Capex

Licensing flexibility



Digital experience for business users

Fast, hassle-free, delivery with automated service catalog available 24x7



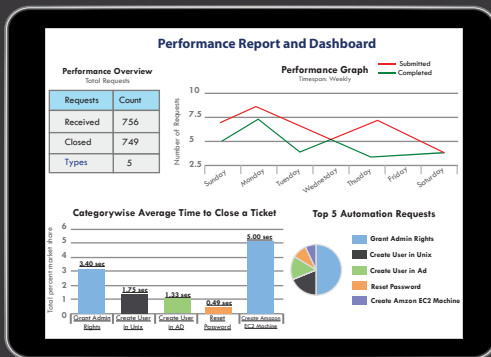
Try and Buy Experience

Multi-tenant cloud trial instance

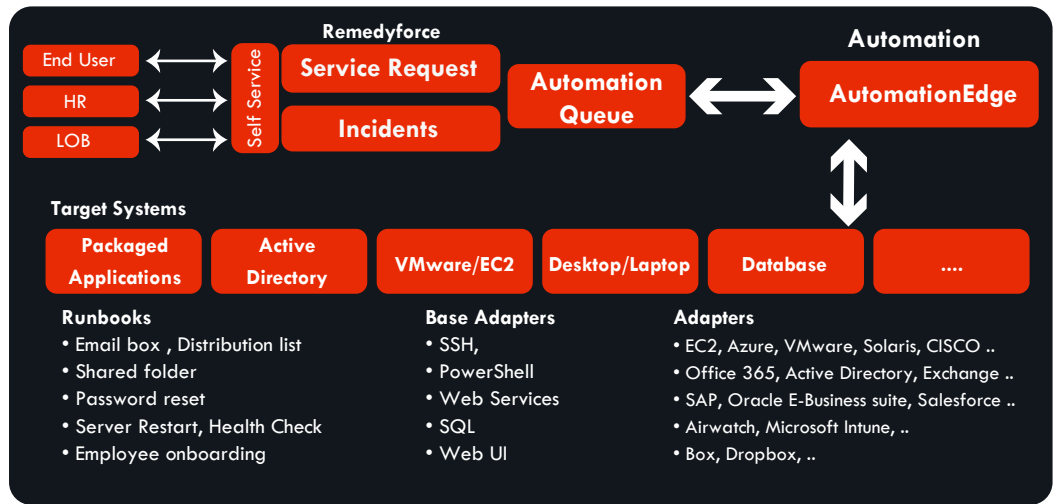


Performance Dashboard

Monitor the performance of AutomationEdge using performance dashboards & reports



Service Desk with AutomationEdge



PRODUCT DETAILS

Wizard for Remedyforce tickets automation

AutomationEdge AppExchange app provides wizard to associate your Remedyforce 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. AutomationEdge supports 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 AppExchange app and appliance has passed the security review of Salesforce. Salesforce security review involves a qualitative and quantitative security review process, to ensure applications meets 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 and through Salesforce application reports. 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

Remedyforce public page, Remedyforce 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)

The AutomationEdge is designed to help you in a way, that typically customers need not have to maintain development skills to achieve automation. But we understand that some of the organizations 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.

Robotic process automation (optional add-on)

AutomationEdge can also be used for business operations automation. The industry popularly term for this kind of automation is Robotic Process Automation. This technology can also be used for automation of IT applications which do not provide command line or APIs.

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.