

Increase Operating Agility Through Digital Business Automation

Increase IT Agility. Deliver Consistent, Actionable Insights.

Introduction

Today's IT infrastructure has become increasingly digitized. Organizations run workloads across platforms, ERP systems, and business applications from mainframe to microservices in hybrid IT environments that include open, on-premises systems, as well as private and public clouds. DevOps teams seeking to leverage big data, mobile technology, and the Internet of Things have created complex business processes with more manual steps to integrate workloads across teams, making business agility difficult to achieve.

Along with the complexity of workloads run across multiple platforms, there is also the need for continual innovation, and the expectation that IT organizations serve as strategic business partners to management. Yet IT teams struggle to meet these demands.

The sheer number of production workloads, combined with the rapid pace of new application and system releases, make it challenging to deliver continuous application services and meet operational service level agreements (SLAs). Without the proper infrastructure in place, IT organizations are constrained by long lead times and the need for manual intervention.

This paper examines common business challenges to integrating operating systems, databases, applications, and cloud platforms. To meet these challenges, businesses need a digital business automation strategy that can be shared from development to operations and run as a single agile process using tools such as Automic® Automation from CA Technologies, A Broadcom Company. Read on to discover how digital business automation can improve operating agility, IT productivity, and more consistent service delivery to ensure SLAs are met, and even exceeded.

Business Challenges

Automating business processes is no easy task. You need to orchestrate a complex, diverse landscape of applications, platforms, and technologies. While the shift to distributed computing creates pockets of job scheduling, disconnected islands of automation create barriers to scaling and standardizing production and development operations. Each breach in this fragile automation landscape can cause processing errors, delays that adversely affect users' experiences, and disruptions to your business processes.



Why Don't Companies Automate Faster?

While organizations generally understand the benefits of digital business automation, there are some barriers that prevent them from moving forward faster:¹

- Lack of processes (42%)
- Too many task-specific tools (41%)
- Immediate cost savings not attractive (39%)
- Supported by homegrown tools that are hard to maintain (36%)

What's more, the inability to view end-to-end business processes makes inefficiencies and problems difficult to resolve. In addition, 24/7 operations don't readily allow time for upgrading automation infrastructure. This makes it even more challenging to innovate and remain agile.

Digital Business Automation Requirements

More advanced solutions are needed to address these challenges. This is especially necessary for mission-critical processes that must meet stringent availability, compliance, and performance standards. Today's successfully transformed companies embrace an automation-first mindset that improves agility, minimizes risk to critical IT infrastructure, self-governs, and incorporates a center of excellence (CoE) that serves as the heart of organizational success.

Digital business automation solutions make it possible to eliminate friction and improve business agility. For example, Automic® delivers a broad set of capabilities to proactively and effortlessly manage your enterprise application workload demands:

- **On-premises, off-premises, and hybrid cloud support.** Allows management and visualization of end-to-end business processes across mainframe, distributed applications, and the cloud, from a central point of control.
- **Event-driven automation.** Enables on-demand digital business automation and eliminates overhead that might be incurred when polling to check status.
- **Workload analytics.** Provides job execution reporting and forecasting capabilities based on historical data or hypothetical scenarios.
- **SLA management.** Gives clear insight into whether levels of service are being met and enhances alignment between business and IT operations.
- **Version control and lifecycle management.** Enable you to promote automation policies across development, testing, and production environments.

SAP Automation

Automic® Automation for SAP is a tightly integrated solution providing real business value by optimizing your SAP investment. With its single automation engine and extensible catalog of adapters, it enables the creation of business processes that include jobs from both SAP and non-SAP systems, creating a fully automated business processes flow across applications.

Workload Automation Technologies for Oracle

Automic® executes core business, application, and infrastructure processes across Oracle on-premises, multicloud, and hybrid environments. It delivers an automation platform that can be adopted incrementally. It also provides external interface facilities through REST APIs and enables external data to be used for analytics and decision-making during automation policies.

Self-Service Automation for DevOps

Automic®, along with an automation CoE, enables you to provide self-services for development and business users and integrates with all major infrastructure and clouds. With seamless integration in your service desk or your ITSM tool, Automic® enables fully automated delivery of your services and reduces the number of tickets.

With automation as code, Automic® empowers the “shift-left” method in your enterprise. This approach integrates existing DevOps toolchains and allows higher speed and quality in development, as well as more flexibility for operations in digital business automation and service delivery.

Secure Automation Requires Secure Network Ports

As automation expands to new hosts, you need to open new network ports and create new tunnels to these external networks. Easily secure your critical network segments from threats with Automic® Proxy. It lowers risk, increases control, and reduces network security maintenance costs.



Automatic® Proxy seals off thousands of firewall ports in your critical network segments and ensures fail-safe communication. This innovative solution removes all incoming open ports from your secure network and adds a transparent application security layer to your Automatic® suite.

Proactively Run Your Business With Event-Based Management

The Automatic® Event Engine enables your organization to sift through massive data streams to sense, interpret, analyze, and respond in real time to meet or exceed your business automation requirements. It detects critical business events, analyzes them, and then triggers downstream actions to keep your business on track. Making your digital business automation solution aware of the underlying business context, you move from reactive to proactive management of your operations.

Gain Insights Through Analytics and Reporting

Intelligent and selective data integration, which guarantees clean and structured data, is a key component of successful, efficient data analysis. Automatic® Automation Analytics and Reporting for External Data make it possible to integrate analysis data from different source systems. Data can be unified from several systems into one analysis data repository.

Take Control of Job Request Changes and Updates

Automatic® Job Request Management provides change requests in one convenient web GUI and stores the requests with the associated documents in a central database. Processes are easily designed by drag-and-drop functionality in the integrated BPMN 2.0 designer. Requests are then processed according to the process definition. The scheduling of jobs, job plans, and other objects can be manual, semi-automated, or fully automated.

Gain New Insights Into Your Enterprise Workloads

Automatic® Omniview harvests the knowledge contained in your IT workflows to improve your understanding of the complex interdependencies that support your business operations. It automatically documents IT operations processes in real time, providing a fully documented repository of all production processes. Information is updated continuously, even for changes made on the fly. Available in multiple formats, including HTML and PDF, the generated documentation is fully standardized so that it can be easily shared across teams.

Automatic® Omniview extracts information that allows you to document processes you had never documented before. It has the capability to either connect directly to Automatic® engine or be offline, based on a point-in-time repository of the process flows. Automatic Omniview extends functionalities of the Automatic® engine, offering enhanced flowcharting, printing, and online sharing of the process flow.

Why Automatic® Is Different

Automatic® stands apart from other digital business automation solutions because of several key features:

- **Active-active architecture.** Ensures reliability and unlimited dynamic scalability without the need for specialized fault-tolerant hardware. Keeps your business moving at the speed of a 24/7/365 world.
- **Continuous operations.** Conducts zero-downtime upgrades that eliminate the need for a maintenance window for the automated services when installing new versions or patches.
- **Multitenancy.** Enables you to deliver services to distinct organizations or expand an existing system with an additional dev/test environment without installing a new instance. Centralized control minimizes maintenance effort and eliminates potential desynchronization of the scheduling rules.
- **Integrated file transfer.** Ensures timely, accurate, secure data transfer. Straight-through processing ensures consistency, resulting in fewer errors.
- **Intelligent automation.** The built-in event engine enables sophisticated automation policies based on external events and makes automated processes aware of any change in the business context. This enables business processes to run when needed.
- **Certified ERP integrations.** Safely manage and monitor end-to-end automated processes that span across application and ERPs such as SAP and Oracle, enabling efficient data exchange to more effectively drive business results.
- **Comprehensive security and compliance capabilities.** Ensure limited access to sensitive data, such as payroll, and provide an audit trail that captures database changes and records who changed the data. This keeps processes in compliance with company regulations.





Automic® Drives Key Business Benefits²

- Map key application and code releases
- Eliminate manual effort
- Reduce application processing

Key Benefits

Today's business climate moves fast. Your workloads not only need to run cost effectively but work in synch with each other. Automic® delivers significant benefits:

- Enhance visibility and control of critical processes and increase alignment between business and IT operations
- Improve quality of service by eliminating unnecessary manual intervention and reducing the number of errors
- Eliminate latency and bottlenecks in release delivery

Your Trusted Partner in Digital Business Automation

Robert Mark Technologies is a Tier 1 Partner of CA Technologies, A Broadcom Company, and a software reseller and professional services firm focused on digital business automation. We bring more than 20 years of experience and work with our customers to implement their digital automation initiatives and goals. We provide an array of professional and managed services centered around Continuous Delivery and Digital Business Automation. We help our clients improve their organizational agility, reduce costs, and increase productivity to compete more effectively in today's digital world.

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¹ Enterprise Management Associates, prepared for CA Technologies, A Broadcom Company, "The State of Enterprise Automation 2018," Oct. 2018.

² CA Technologies, A Broadcom company, "Key Requirements for a Job Scheduling and Workload Automation Solution," June 4, 2019.