opentext™

Automation as a Service

Gain enterprise-grade IT automation: pay-per-use, on-demand, and fully managed.

Key Benefits

- **Accelerate service delivery:**
  Automation is all about speed and agility. Instead of continuing to rely on manual execution of requests and processes, automation lets you use technology rather than people to accelerate the outcome.

- **Improve customer satisfaction:**
  When you can execute faster, cheaper, and better, your customers are happier. It is as simple as that.

- **Increase efficiency and productivity:**
  While not everything can be automated, what tends to happen is that IT staff get overburdened with administrative tasks and never get to execute those tasks that can only be manually driven. Automation relieves this burden from your staff, allowing them to be more efficient with their time, and increase their productivity and efficiency.

Overview

As things stand today, most IT resources—whether time, money, or people—are locked into simply keeping the lights on. This continual reactive state prevents IT from investing in the development of new ideas and adopting new technologies faster. Manual handling, cumbersome operational processes, functional silos, and a disjointed collection of point automation tools hamstring IT's ability to respond to what the business is asking of it. When IT is slow, the business misses opportunities and executives start looking for alternatives—now broadly available due to the rise of cloud services providers. This trend, known as "shadow" or "rogue" IT, is wrenching control from IT, exposing the enterprise to governance and integration challenges that only complicate an already complex situation.

IT needs to find a way to remain the preferred provider to the lines of business by:

- Automating its way to an Orchestrated Data Center
- Reclaiming resources, time, and money, and redirecting them toward innovation OpenText Automation as-a-Service helps you ratchet up and scale your automation footprint with a flexible, consumption-based, SaaS-like delivery model.

The Orchestrated Data Center

Where IT can unlock its potential is in the data center. The modern data center is more than just racks of servers, storage arrays, and network cables. It's the hub of IT operations and it now spans your own premises as well as cloud and service providers. Orchestrating IT operations across this hybrid landscape is what will enable timely delivery of infrastructure and application services to the business, with consistency, compliance, and security. With the efficiencies of an Orchestrated Data Center, IT can quickly adopt new technologies, streamline service delivery, and remediate issues. With automation and orchestration, functional silos can be bridged so that all teams execute their tasks in concert, eliminating inconsistent manual handoffs, reducing risk, and freeing up time and resources to invest in innovation.

Making the Orchestrated Data Center a Reality

Avoiding Automation Sprawl

Imagine having to put together a 1000- piece jigsaw puzzle without the picture as a reference: this is the situation for many IT organizations. Automation is not a new concept. Yet whether it is IT operations, cloud or DevOps, most organizations are struggling to realize the full benefits of automation simply because they cannot scale it across the enterprise. Lack of a holistic approach, governance, and automation standards has resulted in automation sprawl: too many tools, and hundreds of scripts and workflows, each being one part of the puzzle but without a view of the big picture. OpenText Professional Services has heavily invested in an automation factory that is your gateway to proven practice automation use cases along with a transformation and governance model to drive excellence in automation.

We do it with a "think big, start small" approach.

Automate, Orchestrate, Transform

You can start making the Orchestrated Data Center a reality by following a gradual path of task automation, process orchestration, and service delivery transformation.

AUTOMATE TASKS

By automating routine tasks such as server and software provisioning, server compliance, or patch management, you can lay the foundation for an Orchestrated Data Center. This will remove manual processing and allow you to increase productivity, scale, and quality; and
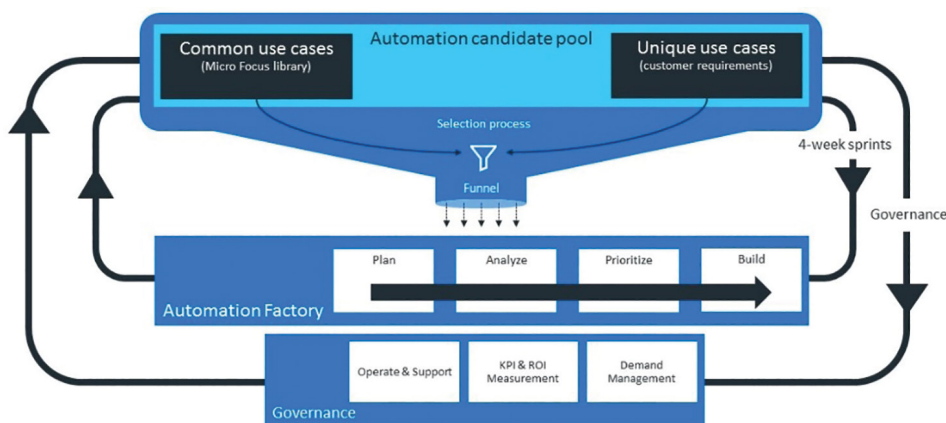
Figure 1. Automation as a Service

most importantly, free your staff to invest their time in higher value activities.

ORCHESTRATE PROCESSES
Once automated building blocks are available, you can use them to construct automated end-to-end processes such as:

- **DevOps;** continuous integration and testing, or continuous release and deployment
- **Cloud:** Infrastructure as Code
- **Service request fulfillment:** Hands-off processing of common user requests (e.g., setting up group file server)
- **Event remediation:** Kick off self-healing recovery scripts when servers or applications are down
- **Change request processing:** Automatically apply low-risk changes to the production environment

TRANSFORM SERVICE DELIVERY
Once you can orchestrate end-to-end processes, you can deliver them through a self-service mechanism. You can offer your users a service catalog, allow them to request and activate services, and even back-charge it to their department, all in an automated, hands-free manner.

Key Features
Automation as-a-service from Professional Services provides you with comprehensive IT automation capabilities delivered in a flexible, consumption-based subscription model. Using OpenText Data Center Automation Suite, we:

- Architect and deploy the technology platform
- Establish an automation factory
- Manage both technology and automation content on an ongoing basis

Your mission is to deliver the services your customers need. This means you need to engage your customers, and spend time with them to understand what they need, what the demand is, and what you need to do to meet it. What you don't need is to become a product expert overnight or spend precious resources in deploying and managing technology. Engaging Professional Services lets you leverage our experience and expertise so you can focus on your core mission and deliver the services your customers want and need.

AUTOMATION AT AN ENTERPRISE SCALE
It is likely that you have pockets of automation that deliver value. However, scaling automation to an enterprise level is challenging. Automation as-a-service is designed to meet this challenge.

DEPLOYMENT
We deploy the automation solution onto your preferred infrastructure (on premise, cloud, hosted). Should you choose to deploy onto a public cloud, we can even help you manage the infrastructure post deployment. We can also leverage an already existing deployment if you have one.

THE AUTOMATION FACTORY
This is our expertise and knowledge hub, bringing together our technology expertise and our implementation experience. The automation factory is a virtual automation engineering team. It implements the workflows you need but this is much more than just manpower. Through the factory, you gain access to recommended practices, common use cases, automation standards, and operating procedures that we have collected through many previous engagements.

Governance is an important part of the automation factory. Architectural governance ensures that implementation follows recommended practices, and program governance is where we measure implementation success and guard against automation sprawl.

SOLUTION MANAGEMENT
Like any solution, both the technology platform and its contents and configuration need ongoing management. Whether it is adding/removing users, fixing issues, or modifying flows, we take care of it as part of the service, so you can focus on using the automation platform to get your job done rather than spending time and effort on its maintenance and support.

COMMERCIAL MODEL

Automation as-a-service offers a flexible, consumption-based subscription model. In this model, we classify automation flows into simple, medium, and complex, with a fixed price per type. You choose your level of subscription (i.e., how many flows per period) and you simply pay as you consume. If you find that you require capacity beyond your subscription, the same automation factory can provide you with on-demand extra capacity. The initial outlay (e.g., deployment) can be either a one-off payment or amortized through monthly payments.

Benefits

Accelerate Service Delivery

Automation is all about speed and agility. Instead of continuing to rely on manual execution of requests and processes, automation lets you use technology rather than people to accelerate the outcome.

Reduce IT Costs, Increase IT Value

Your most expensive resource is your people. But unlike technology, they don't have unlimited bandwidth, and there is only so much any individual can do. So when your workload increases, the only solution is to add more people—i.e., more costs. By automating, you break this dependency and free your people to do what people do best—innovate. You reduce your costs and get more value from your staff.

Increase Efficiency and Productivity

While not everything can be automated, what tends to happen is that IT staff get overburdened with administrative tasks and never get to execute those tasks that can only be manually driven. Automation relieves this burden from your staff, allowing them to be more efficient with their time, and increase their productivity and efficiency.

Improve Customer Satisfaction

When you can execute faster, cheaper, and better, your customers are happier. It is as simple as that.

In House When Ready

Automation as-a-service lets you gain expertise—OpenText's expertise—rapidly, giving you the runway you need to ramp up your own knowledge and skills. Since you own the licenses and the content, you can decide to redeploy the solution in house, when you are ready, on your own terms.

The Professional Services Difference

OpenText provides unmatched capabilities with a comprehensive set of cloud and automation consulting services and unique intellectual property that help you automate and optimize your data center operations and set a solid foundation for your cloud journey.

- **Fast time-to-value:** We help you rapidly realize business value by leveraging our deep expertise in OpenText's cloud and automation solutions and our structured, focused implementation approach
- **Flexibility:** A modular and progressive solution set to meet your current and future needs enables you to implement now, knowing that your investment is protected with a path for future expansion
- Proven cloud and automation solution implementation track record with more than 20 years of experience helping large, complex, global organizations realize value from their OpenText Software investments
- Rich intellectual property and unparalleled reach into product engineering
- Technology-agnostic implementation approach with no vendor lock-in, no rip-and-replace
- Education and support services to ensure adoption

Only Professional Services brings together consulting expertise and the industry-leading IT Performance Suite software to help you perform better.

Learn more at
www.microfocus.com/en-us/ professional-services/overview

www.microfocus.com/opentext

opentext™