Automation Is The Answer To Critical IT Challenges

Rapid changes in the healthcare landscape means organizations need to gain the competitive advantage by turning the potential of technology first innovations into operational advantages. From the development and discovery of new drug and treatment breakthroughs that enable solutions beyond therapeutics to the way patient information is handled, stored, and analyzed. It takes a holistic approach to data and process management to achieve outcomes demanded by the market. Through the use of Digital Business Automation, Operational Management, Policy & Compliance Management, and Mainframe Modernization healthcare organizations need BMC to develop the healthcare technologies of tomorrow.

The pressure on IT to do more with less is increasing as IT infrastructures become more complex and digital transformation accelerates change. Those responsible for infrastructure and operations (I&O) must deal with more data, devices, applications, users and demands for faster delivery of innovative services, all while meeting service level agreements (SLAs) and delivering high quality of service (QoS).

As the pace increases, I&O organizations must do all they can to stay ahead of these requirements. There’s no room to get bogged down by time-consuming, repetitive and error-prone manual tasks. And yet, many organizations continue to rely on inefficient manual IT processes.

IT process automation (ITPA) offers a way to accelerate digital transformation by making management of infrastructure and operations far faster and more efficient. Choosing the best course can be a challenge because the market is full of ITPA tools and solutions, each with strengths and weaknesses.

To choose an ITPA solution that’s the right fit, you need to compare and contrast the pros and cons of different approaches. That’s what this buyer’s guide is all about.
What Can Automation Help You Achieve?

The story is about more than efficiency

**Lower cost** – Automating everything from simple tasks to entire workflows and complex interconnected processes reduces the need for support. Service desk volume is reduced, as is the need for expensive escalation. This frees your high-value IT staff to spend their time on strategic initiatives that drive business value.

**Enhanced business agility** – Leveraging automation enables IT to become a driver of business value, rather than a cost center. It helps you manage change more effectively, enable the delivery of innovative services and speed resolution of issues.

**Better user experiences and QoS** – User requests can be handled faster through automated self-service, without the need for involvement of skilled IT staff. Reducing the need for manual intervention in IT processes also improves accuracy and leads to greater responsiveness.

**Reduced risk** – Standardized processes ensure consistency, reducing the potential for error, streamlining approvals and enhancing monitoring to make compliance easier. This enables tighter governance, more frequent and accurate infrastructure audits, and better security.
What’s The Difference In Automation Approaches?

There’s more than one kind of automation

- **Task-level automation** is applied to individual, isolated IT management tasks to reduce manual intervention.

- **IT process automation** combines disparate management tools, predefined workflows, people and even machine learning to automate and orchestrate entire IT processes across multiple functions and domains, enhancing the speed, accuracy and effectiveness of IT service delivery.

Automating tasks makes them faster and more efficient, but cannot deliver meaningful business outcomes such as improved compliance or avoidance of incident escalation. IT process automation is far more powerful because it better aligns IT services with the needs of the business.

The difference between vendor approaches is in how effective they are at enabling IT process automation that spans functions and domains. Task-oriented ITPA solutions can present challenges when extending automation beyond their core area of focus, or in integrating outside the vendor’s own offerings.

Orchestration-focused solutions such as BMC TrueSight Orchestration are broad in scope with extensive content libraries including predefined workflows and adapters and deep integration with diverse IT management tools. This creates a very flexible automation platform.
Why Does Orchestration Matter?

Focusing on task automation leaves a lot on the table

According to Gartner\(^1\), many enterprises see automation as a tactical tool, using it opportunistically to increase the efficiency of specific workflows. For them, coordinating, sequencing and orchestrating service delivery across multiple IT functions and domains remains an aspirational goal.

A survey by the Enterprise Strategy Group\(^2\) mirrors the Gartner findings. When asked what developments need to take place in order to improve the management of complex IT environments, respondents cited improved performance management, better integration of management frameworks and, most notably, tighter integration of infrastructure to enable end-to-end orchestration.

The analyst takeaway is clear: Automation needs to extend across the IT environment.

What Should You Look For?

Two things differentiate leading ITPA approaches:

- **Depth of content.** Solution providers are looking to help their clients speed time to value and link processes together by building in predefined workflow templates, actions and connectors. In this way, organizations can leverage expert knowledge by adopting and/or slightly modifying what’s already included in the platform rather than having to start from scratch.

- **Breadth of integration.** As vendors (and their clients) start to look beyond the automation of simple tasks and isolated processes to sequencing and orchestration in order to enhance service delivery across functions and domains, the need to integrate with other management and automation tools begins to become a critical differentiator.

When evaluating ITPA, look for three things:

- **Simplicity** – Design, testing and execution of workflows and integrations, along with monitoring and management via user-friendly GUI interfaces and dashboards, with a comprehensive set of out-of-the-box workflows, connectors and compliance tools.

- **Orchestration focus** – An integrated platform that enables an automation-first strategy, creating workflows that span applications, platforms and tools to orchestrate critical activities for compliance, security and maximum efficiency.

- **Broad integration** – An agnostic platform able to integrate with a variety of existing tools and IT systems including public cloud platforms, security tools, service desk solutions, virtualization platforms, event management and configuration management.

---

Prioritize Simplicity

Complexity can be a significant barrier to achieving your automation goals. Your process automation solution should make hybrid IT environment integration, workflow definition, testing, debugging, version control, execution and monitoring as simple as possible within a single product to avoid redundancy.

An ITPA solution should be straightforward to set up and deliver results quickly to speed time to value, which is essential to reaching cost reduction, productivity and compliance goals. Simplicity facilitates automation and coordination of workflows, making them faster and more effective compared to manual intervention: events are sensed and remediated sooner to improve QoS, the number of infrastructure checks and updates can be increased to improve compliance, and change management is simplified to improve productivity and user satisfaction.

The TrueSight Orchestration Difference

Get started quickly with more than 5,500 out-of-the-box operational modules and run books, such as continuous compliance for networks, servers, and databases.

Look for

- A clean, well-organized graphical user interface that presents integrations and automation in an easy-to-comprehend manner, with the ability to drag and drop tasks and processes to create complete workflows.

- Dashboard process monitoring and reporting of cross-domain automation effectiveness in your IT environment.

- Content that gets you going quickly, including a rich set of integrations, pre-packaged samples, templated workflows, predefined actions and automations — workflow components that can be abstracted and leveraged to reduce the effort needed to scale the solution.

- The ability to visualize IT process automation from end to end, with rich compliance functionality in the form of audit-ready, traceable processes.
Focus On Orchestration

Gartner recommends maximizing automation investments by selecting ITPA tools that can orchestrate workflow execution across functional requirements, groups and management tools. An effective solution should integrate with multi-vendor environments that employ a diversity of management tools.

Some approaches, however, primarily address automation needs in their core functional domain, are practice-specific or designed to work primarily within a particular vendor’s solution set. This can limit the value of automation to the business as a whole, as IT’s mission broadens to include the delivery of services that span domains, such as employee onboarding and dynamic provisioning of complete development and test environments.

Enabling orchestration across domains and functions lets you address business challenges that extend beyond isolated efficiency issues. For example, advanced technologies such as machine learning and artificial intelligence can make orchestrated processes “smart,” avoiding issues before they occur by leveraging historical and real-time data.

The TrueSight Orchestration Difference

90% Less manual work
30% Lower service desk ticket volume

Look for

Prebuilt and customizable workflows for common use cases such as event-driven remediation, change and configuration management, service desk automation, password resets and user onboarding.

Cross-functional automation that spans domains such as testing, approval and documentation, so that you can identify incidents, create change requests, execute remediation and close out change records automatically.

Integration that enables you to accomplish more of what you need to do within a unified set of tools, with a broad range of adapters and out-of-the-box connectors to simplify orchestration across complex multi-vendor IT environments.

Seek Out Integration

No real-world IT environment is homogenous. To be truly useful, an IT process automation and orchestration solution needs the flexibility to bridge the gaps between systems, platforms and domains. It must integrate seamlessly with enabling technologies and tools such as event management, configuration management, virtualization tools, service desk solutions, security tools and cloud management in order to close the automation loop.

When an ITPA solution is designed to simplify deployment and integration with relevant management and automation systems through prebuilt connections, it becomes possible to fully leverage existing resources and investments so they become part of the overall solution.

The TrueSight Orchestration Difference

TrueSight Orchestration leverages your existing infrastructure with more than 50 out-of-the-box application adapters.

Look for

A comprehensive library of APIs, integrations, adapters and connectors that enable you to link disparate systems, processes and management tools into a single orchestration platform, thereby simplifying the overall solution.

A peer-to-peer grid architecture grounded in open standards to enhance scalability while boosting performance, enhancing QoS and user satisfaction.

Containerized deployment that enables portability and operating system independence, making it easier to set up, manage, maintain and move environments because they are not dependent on underlying infrastructure.
Real-World Results From TrueSight Orchestration

**IT event management**

**Challenge:** Wipro needed to help a global bank address slow resolution of IT requests, along with high costs and service desk volume.

**Solution:** TrueSight Orchestration was used as the basis of a seamless, centralized event-driven automation platform that orchestrates end-to-end processes across the entire ITSM environment.

MTTR lowered by 60%

20k

staff hours saved in the first 10 mo.

Find out more
Download the Event Triage and Remediation Management white paper

**Change & configuration management**

**Challenge:** Transamerica Life Insurance was facing elevated compliance risk and cost due to the complexity of performing infrastructure change requests.

**Solution:** TrueSight Orchestration created an event-driven server configuration workflow fully integrated into the change management process, automating compliance checks across a distributed environment.

95% reduction in labor to prove compliance

$1M savings per year

Find out more
Download the Reduce Costs and Risk with Closed Loop Change and Configuration Management white paper

**Service desk automation**

**Challenge:** A multinational IT and telecommunications company was experiencing inefficiency and high costs associated with service desk requests.

**Solution:** TrueSight Orchestration was used as the fulfillment engine for BMC Remedy Service Request Management, enabling self-service automation of user requests such as password resets and routine IT assistance.

30% reduction in manual service requests

$940K support cost savings

Find out more
Download the How to Streamline Your Service Desk With Automation white paper
Leading Analysts Agree: BMC Is A Leader

The judgments are in

BMC earns high rankings among infrastructure and operations (I&O) solution providers on a consistent basis and across multiple dimensions.

**Forrester Wave, 2020**

Forrester performed an evaluation of the 11 most significant infrastructure automation platforms, across 31 criteria. BMC led the pack in the strength of its offerings, with the analyst firm calling it “Best for I&O professionals who manage a diverse set of heterogeneous infrastructure components.”

**Gartner Magic Quadrant**

In Gartner’s Magic Quadrant for IT Service Management Tools, BMC was categorized a Leader, with the highest ranking in completeness of vision among the 10 ranked providers thanks to its broad IT operations management portfolio, flexible deployment options and advanced I&O use case maturity.
Compare TrueSight Orchestration

BMC understands the beginning, transition and destination in your automation journey.

Through TrueSight Orchestration and complementary products across the BMC portfolio, we can help you achieve the essential benefits of IT process automation and orchestration.

+ Simplified infrastructure and operations management through highly automated, orchestrated workflows that are integrated across your IT environment.

+ Reduced costs through optimized use of costly human expertise.

+ Improved QoS through reduction of error and faster, more effective MTTR.

+ Lowered compliance risks through more frequent infrastructure audits and changes.

+ Greater user satisfaction through the introduction of innovative, streamlined IT services that add value.

Continue your exploration. Contact us for a detailed demonstration of what TrueSight process automation solutions can do.
About BMC
From core to cloud to edge, BMC delivers the software and services that enable over 10,000 global customers, including 84% of the Forbes Global 100, to thrive in their ongoing evolution to an Autonomous Digital Enterprise.

BMC—Run and Reinvent

www.bmc.com