INSTITUTE FOR ROBOTIC PROCESS AUTOMATION

Solving the CIO's Challenge For More Efficient and Resilient Business Technology Supply Chain Management

Created by the Institute for Robotic Process Automation in association with Enterprise Integration

Revolutionizing IT Service Experience Through Automation and Digital Robotics

ENTERPRISE INTEGRATION

Most CIOs have a growing fear in the pit of their stomach: "What might go wrong with our systems today, what can we do to prevent it from impacting the business, and how can the IT organization partner with the business to help achieve strategic goals?"

The CIO's job is getting tougher every day. New obstacles to IT "normalcy" increase the complexity of management. The obstacles include BYOD and services-based IT delivery models, unexpected malware and security threats, and expanded compliance mandates. IT leaders are faced with greater management complexity and the looming impact that every second of downtime has on the business.

IT leaders are looking to visualize and simplify the business technology supply chain, while accomplishing that elusive but essential goal of "doing more with less"

Adding in the new business realities of smaller on-site IT staffs, corporate mandates for lower capital expenditures and intensified IT governance requirements only magnifies the concern. Holistically, it has made the CIO's world confusing, complex and confounding and has driven them to search for a solution that can offer visibility of the entire business technology supply chain, enabling proactive issue identification and quick problem resolution.

Consider what is happening in the CIO's world in a typical day:

A new deployment of an essential enterprise application like SAP or Oracle is scheduled to go live by the end of the week. But preliminary performance testing indicates that the current IT infrastructure may suffer potentially crippling availability or latency problems.

Or, the CIO may be coming under intensified pressure to support business units that have set up their own army of virtual machines to run a few specialized workloads—only to discover that there are dozens of VMs spread throughout the enterprise, impacting application availability or creating potential security risks.

Or, the CIO may have just learned that the organization is about to announce a critical new product, undertake a key acquisition or expand into new geographic markets. All of these scenarios will require a significant and immediate scaling of IT infrastructure and mandate faster and more reliable service delivery.

The CIO takes a deep breath, fully aware of the potential for problems within the existing business technology supply chain.

The CIO asks his or her staff about what is causing these problems, and what can be done to fix them today and prevent them from happening in the future. The frightening answer: silence, followed by a lot of finger pointing from one specialty area to another.

IT organizations suffer from a terrifying lack of visibility into the end-to-end business technology supply chain. From devices and data center infrastructure to applications, network bandwidth status and mission-critical workload performance, IT leaders need to be able to visualize and simplify the business technology supply chain, while

accomplishing that elusive but essential goal of "doing more with less."

Technology decision-makers now face a complicated hodgepodge of disparate point solutions that are complex, don't scale well and are prone to service outages. As a result, IT has become disconnected silos of specialty areas; when a problem occurs, it gets thrashed back and forth without a clear understanding of the big picture.

The bottom line: The CIO and the IT team lack true visibility into their systems, leaving them blind to the truth and unable to quickly and efficiently identify and remediate to minimize end-user downtime. Perhaps even worse: there are not enough staff resources to focus on breaking down these silos and to allow the IT team to concentrate on truly transformative work instead of spending time fighting fires and handling basic maintenance tasks like security patches or application tuning.

Without a highly automated framework to monitor and manage the entire business technology supply chain, CIOs will continue to grope around blindly for the true status of production systems and critical applications. As the CIO increasingly takes on a role of "IT services broker" rather than chief technologist, the race is on for new solutions that don't just solve problems, but actually anticipate, identify and avoid problems throughout the business technology supply chain.

Enter the world of IT Service Delivery Intelligence (SDI).

SDI is allowing organizations to adopt a more strategic, proactive approach to service delivery that:

1. **Improves the end-user experience.** SDI's ability to detect and potentially resolve issues before the end-user even knows they exist will improve service experience.
2. **Delivers automation closer to the customer.** This alleviates the growing management burden on IT departments and lets them focus on other strategic issues.
3. **Breaks down data and application silos through integration tools.** Many information "stovepipes" have evolved over the years due to a lack of a comprehensive vision for service delivery, necessitating tools to help organizations share data, information and applications for improved collaboration.
4. **Enhances end-user utilization through sophisticated, yet simple-to-use data visualization techniques.** If a picture is worth a thousand words, then business users can make decisions faster and more intelligently using data visualization.
5. **Provides an end-to-end view of the business technology supply chain to spot problems before they occur and resolve them quickly when they do.** A big challenge for IT organizations is that systems have become so complex and so interconnected that bottlenecks and problems often aren't spotted until well after the effects are felt. New solutions need to give IT departments a comprehensive view

of what's working, what isn't and where the organization's performance is being impacted.

What to Look For in Service Delivery Intelligence Architecture

IT service delivery has come under increased scrutiny in recent years as organizations have relied on new systems for everything from reducing utility costs and speeding product development to interacting with customers and prospects over social media. The lack of availability for any critical applications or services (or repeated performance bottlenecks) that impede productivity and workflows—has a negative ripple effect throughout the organization.

CIOs, IT leaders and top business stakeholders should look for new solutions that provide automated, real-time service delivery intelligence with enterprise-wide insight and transparency into system and application performance. That transparency is essential not only from a risk and governance perspective, but also to ensure that production systems are performing at their peak at all times. If not, SDI tools must be able to spot the problem in advance and immediately address it before it impacts the business.

Service delivery intelligence solutions must go far beyond the traditional scope of the monolithic data center, and take into account the dramatic increase in new data points being created, accessed and shared in remote offices and even at non-affiliated

> *The automation framework for service delivery should have three core capabilities:*
> - *Inbound Reactive Response*
> - *Virtual Operations Control*
> - *Request Management*

sites. BYOD, virtualization and cloud computing are changing the rules of the game when it comes to IT operations, which means that service delivery intelligence must take into account what's happening at the edge of the corporate network, not just at the on-premises server farm.

The automation framework for service delivery should have three core capabilities:

- **Inbound reactive response.** The system intelligently responds to system events without IT workforce interaction or intervention.

- **Virtual operations control.** It's essential that the system perform proactive common maintenance tasks necessary for a healthy environment, such as documentation, auditing, rebuilding indexes and patching. This automation of simple and repeated tasks frees staff up to focus on the strategic.

- **Request management.** This is the ability to automate common IT requests, such as server builds, monitoring deployment, website set-up and permission changes.

How Enterprise Integration Fulfills the Promise

One solution that enterprise-level IT decision-makers should evaluate is the Service Delivery Intelligence™ platform from Enterprise Integration. SDI was

designed to enable IT to take a proactive approach to service delivery in order to provide a superior end-user experience, increase visibility into end-to-end operations and increase utilization rates.

By combining Enterprise Integration's proprietary tools with leading third-party industry tools and a client's own service delivery tools, SDI creates a robust tool suite in a single, easy to use platform that delivers automation and digital robotics.

The SDI suite comprises four powerful components, integrated into a well-orchestrated and interconnected platform.

- **SDI Endpoint Experience** is a unique monitoring tool that captures application performance status from the end-user point of view. By continuously monitoring performance and IT asset health, it identifies problems sooner and resolves them faster, reducing risk of downtime or availability problems that zap worker productivity.

- **SDI Supply Chain Discovery** is an automated, perpetual discovery tool that captures information from all points in the enterprise network. It presents that information for correlation and mapping to address such issues as eliminating configuration drift, ensuring compliance and adherence to governance policies, and reducing the risk of unauthorized changes.

- **SDI Application Performance Management** tests and monitors application performance to predict potential application failure. This tool provides unsurpassed visibility

into application availability and performance, helping to pinpoint the specific problem area in order to mobilize the right support resources before the problem cripples operations. It supports multidimensional, proactive application performance monitoring, including database profiling, production system profiling and distributed synthetic transactions where mock end-users' performance is tested, detected and reported.

- **SDI Intelligent Enterprise Monitoring** automatically processes system alerts and designed workflows in order to automate incident resolution. This helps to significantly reduce human interaction, thus reducing time burdens on IT staff and cutting the risk for human error. In fact, customer information indicates that SDI Intelligent Enterprise Monitoring self-healed more than 40% of all monitoring alerts received during a recent 6-month period.

By providing automated, comprehensive monitoring of the business technology supply chain, Enterprise Integration's SDI platform synthesizes technology and human expertise to address the numerous alerts that take place at any time throughout the IT infrastructure.

As a result of the correlation of tools and responses with proactive support, SDI enables IT departments to have unsurpassed visibility into system performance and application vulnerabilities.

Conclusion

As IT architectures becomes increasingly complex, it has become more challenging for IT departments to ensure the timely, reliable and secure delivery of IT services throughout the organization. But because business stakeholders are so heavily dependent upon those services, IT departments are under severe pressure to achieve end-to-end visibility into what has traditionally been a siloed approach to IT solutions.

SDI's innovative use of digital robotics helps to control IT operations to handle an increasing array of service requests and react in real time to system events without IT intervention.

In the face of increased user demands, higher risk and tighter budgets and staff resources, IT departments are looking for highly automated solutions that deliver comprehensive transparency into how applications and production systems are performing and to head off problems before they even occur.

Enterprise Integration's SDI platform provides a unique combination of automated monitoring, analysis and response tools to help organizations gain holistic visibility and proactive resolution. Its innovative use of digital robotics helps to control IT operations handle an increasing array of service requests and react in real time to system events without IT intervention. SDI gives IT executives peace of mind that they have an automated approach that provides consistence and faster response at affordable price points.

For more information about Enterprise Integration and the SDI platform, go to www.entint.com.

About IRPA

The Institute for Robotic Process Automation (IRPA) is an independent professional association and global network for the buyers, sellers and influencers in the robotic process automation/ autonomics arena. We are considered to be the go to/independent source for market trends, best practices, case studies, events, assessment services and channel opportunities. To learn more and opt into our free global community visit www.irpanetwork.com.

About Enterprise Integration:

Enterprise Integration, headquartered in Jacksonville, Florida, combines the industry's best people, with innovative automation and digital robotics to deliver the promise of IT for your business. Founded in 1998, we deliver enterprise-wide, world class IT services and global support to clients worldwide, truly transforming IT operations. We provide consistent and efficient solutions that allow you to focus on your core competencies – a new approach to IT management. To learn more about EI and our services, please visit us at: www.entint.com