

Automate your BMC Remedyforce Service Desk with AutomationEdge



BMC Remedyforce comes integrated with AutomationEdge, the service desk automation platform.

AutomationEdge seamlessly integrates with Remedyforce. You will be able to integrate your existing Service requests or use our bundled service request definitions in few minutes using our wizard. No special coding required for integration.

AutomationEdge software helps you automate any manual, mundane and repetitive task.

AutomationEdge is your Virtual Engineer in cloud or on premise

Virtual Engineer solves incidents and performs tasks or completes service requests which are generally worked upon by L1/L2 engineer. It is Run book or Workflow automation solution that automates your L1/L2 Ticket resolution freeing your staff to focus on more important projects. This way AutomationEdge not only reduces the effort but also reduces the L1/L2 support cost, increases the speed of response to business & reduces errors.

AutomationEdge fully integrates with Remedy ITSM, Remedyforce, Footprints Service Core, Track-It!



Business Case for Automation in Service Desk

Analyst house Gartner predicts that by 2017 automation, autonomic and cognitive platforms will drive down the cost of services by 60 percent.

- Organizations are constantly trying to optimize their help desk performance by maturing processes that help in self-service, automation can play a key role here
- By automating L1-L2 Service Desk incidents' creation and resolution, companies can heavily optimize cost



Operate

Leverage the power of AutomationEdge to automate L1 and L2 tasks. In other words, our team automates repetitive and mundane tasks efficiently and effectively. Thus, your organization can focus energies from these freed-up L1 and L2 executives' bandwidth in new projects and initiatives.

We conduct following activities:

- 24x7x365 monitoring of AutomationEdge
- Fix issues
- Ensure built automation is running smoothly



Continual Automation Level Improvement

With AutomationEdge, you get a partner in your continuous improvement journey. With Continual Automation Level Improvement service, we identify new areas for performance improvement using automation.

Here, we analyze:

- Performance dashboards
- Historical records
- Identify newer areas for automation from your organization's service management tool



Automation and Orchestration

Automation and Orchestration

- Technical feasibility study and assessment
- ROI calculations and analysis
- Planning automation roadmap
- Design and build automation with solutions like AutomationEdge



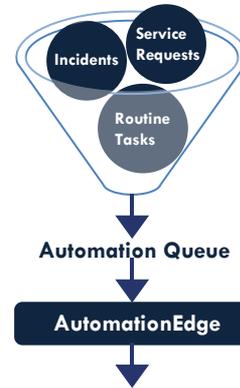
Business Benefits

Increase Efficiency : Any manual, mundane, repetitive task can be automated. Automating these tasks can improve efficiency drastically

Reduce Error: By automating repetitive tasks and workflows your team can get it right, always

Utilize People Skills : Your IT staff is a prized possession. By spending skilled team members on mundane tasks that can be automated can prove to be a huge risk. With automation, such tasks can be handled allowing team to focus on more important business needs

Customer Satisfaction : IT automation can lead to higher level of customer support (internal and external). The response and resolution times can be brought down drastically leading to excellent SLA scores.



Runbooks

- Provisioning
- Server Restarts, Health Check
- Password reset
- Employee onboarding
- Email box creation
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Base Adapters

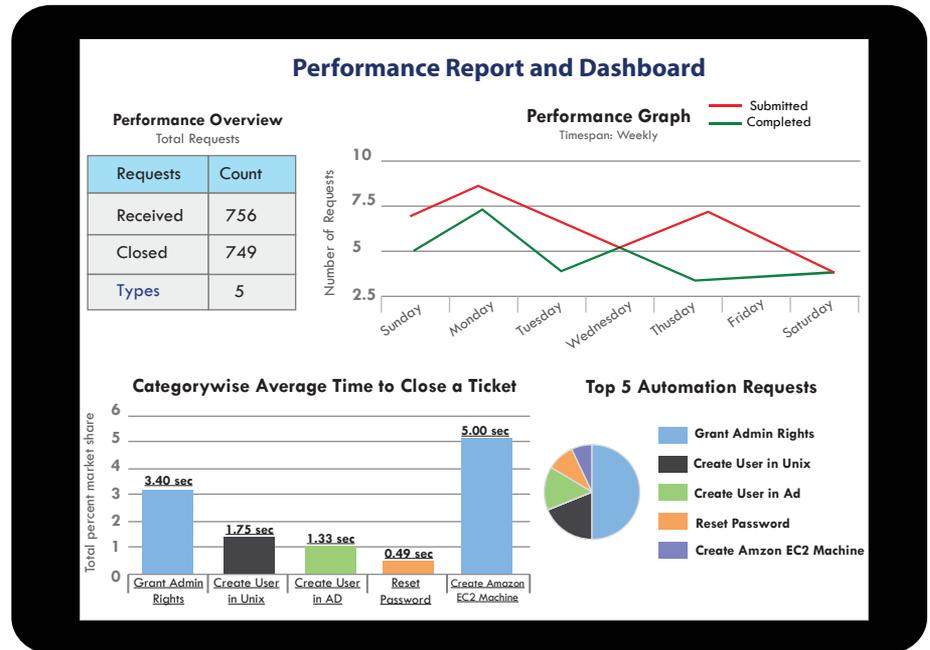
- SSH
- Powershell
- Web Services
- SQL
- Web UI
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Other Adapters

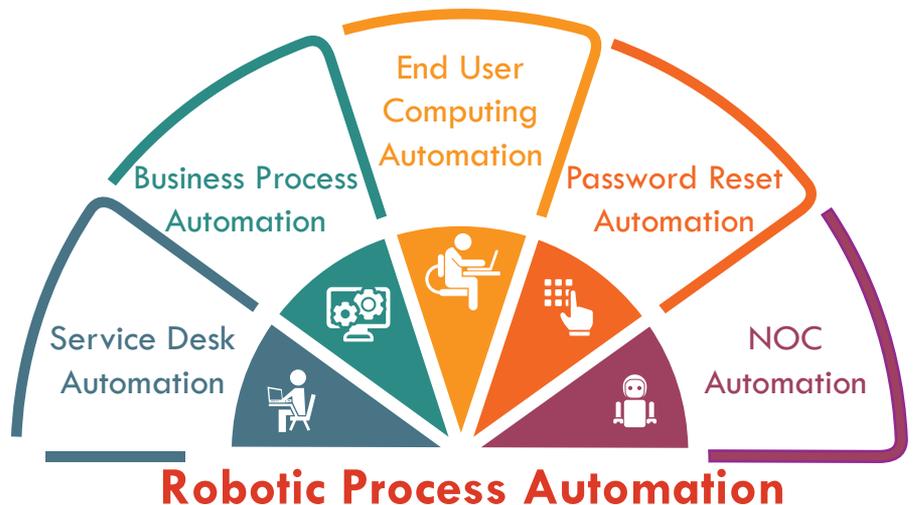
- EC2, VMware, Solaris
- Office 365, Microsoft Active Directory, Exchange Server, Salesforce
- Remedyforce, Track-It! Remedy ITSM
- NetApp, EMC
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About AutomationEdge:

AutomationEdge is the preferred IT automation and Robotic Process Automation (RPA) solution provider. AutomationEdge helps organizations automate their mundane repetitive rule based tasks across verticals. Founded in February 2017, AutomationEdge has already delivered its innovative solution to large multinationals globally like American Express, Capita, Coty, ICICI Lombard, HDFC Life, Smart Dubai Government, Mashreq Bank and Genpact to name a few. It is a unified platform that helps in automated resolution of IT tickets like password reset user creation and also automates various business processes in front office, middle office and back office. AutomationEdge is also listed in the Salesforce AppExchange.



Office Locations



Robotic Process Automation