



IT Process Automation

The Challenge in IT

The drive to continually reduce on-going operational IT costs has got to a stage where the traditional approach of using operations staff to drive every IT management process to ensure availability of IT Services needs to be challenged.

In a typical organisation over 80% of the IT budget is spent on maintaining the IT estate and services and most of that budget is consumed by people costs, with separate silo specialist teams with their own non-integrated toolsets.

These manual processes cross the silos, with hand-offs between teams and process queuing time, restrict the agility and responsiveness of the IT organisation. Analyst studies have shown that human error is the highest contributor to service degradation or downtime. So we have a current state where the highest operational cost contributes negatively to both operational service availability and the agility of IT to respond to the business.

Organisations are developing and implementing IT management processes following both ITIL and other operational frameworks to improve Service Delivery. These processes need to be standardised, repeatable and auditable, this is very difficult if not impossible to achieve when you have highly manual processes.

A New Approach

IT Process Automation (ITPA) provides the ability to:

- Integrate and Orchestrate heterogeneous IT management tools.
- Automate cross silo operational processes.

Typically when requiring integration and passing of data on a specific event the approach has been to replace the operations engineer with either an engineered point to point integration solution or more often write internal code which is both difficult and costly to write and maintain. This is not scalable or economic once you need to connect more than two independent management systems together, with the complexity that increases and limitations in the data fields that can be exchanged and the actions that can be performed.

Americas – Kelverion NA Inc.
3721 Executive Dr, Bldg 11, Suite 215, Austin, Texas
Tel: (1) 512 593 5295
Email: info@kelverion.com

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ITPA solutions provide the ability to simply integrate and orchestrate existing IT toolsets to both improve the efficiency, performance and agility of the IT Organisation.

- **Existing deployments of ITPA technology are delivering savings of up to 30% in annual operational costs.**

Kelverion provides broad expertise and experience in delivering IT Process Automation solutions leveraging the Microsoft System Center Platform. With System Center 2012 Orchestrator Microsoft added cross vendor interoperability, orchestration and automation to customers of the System Center suite.

Find out more at [Microsoft System Center](#)

IT Process Automation Assessment

The first problem encountered by an organisation considering taking advantage of IT Process Automation is where to start.

The IT Process Automation Assessment is a pragmatic approach to understanding both strategic and operational drivers for automation and delivering inputs required for both business case and project initiation.

An assessment is sized by scope of the organisation covered, number of locations and number of interviews scheduled. Kelverion has developed a standard focused Assessment which includes 2 consecutive days on site and takes 8-10 man days to complete.

Kelverion

Kelverion offer Integration Packs and Utilities to enhance the Microsoft System Center 2012 Orchestrator product, Orchestrator implementation services and a full suite of Orchestrator Training Courses.

Find out more at www.kelverion.com

RoW - Kelverion UK Limited
960 Capability Green, Luton, Bedfordshire, LU1 3PE
Tel: +44 1582 635791 Fax: +44 1582 635001
Web: www.kelverion.com