

Kelverion

IT Process Automation

The Challenge in IT - On Site , in Cloud and Hybrid Cloud Environments

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 organization over 80% of the IT budget is spent on maintaining the IT estate and services. Most of that budget is consumed by people costs, with separate silo specialist teams using 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 organization. In Cloud environments this an even greater challenge as cloud aware user expect and demand highly available and highly flexible services.

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.

Organizations are developing and implementing IT management processes following both ITIL and other operational frameworks to improve Service Delivery. These processes need to be standardized, 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.
- Automate across On Site and Cloud environments, taking full advantage of flexible and reliable Cloud resources

Kelverion are a Microsoft System Center and Cloud Partner who offer Integration Packs and Tools to enhance System Center Orchestrator and Azure Automation and deliver System Center implementation services.

Find out more at <http://www.kelverion.com>

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.

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 Microsoft Azure Automation, Microsoft Service Management Automation and the Microsoft System Center Platform.

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 a number of days on site, followed by an analysis and documentation .



Cloud & Hybrid Automation Experts