

# OPALIS SOFTWARE IT PROCESS AUTOMATION SOLUTIONS



## THE IT CHALLENGE

Aligning IT with business objectives, ensuring compliance, and improving operational efficiency are driving IT executives to look at best practices and a more process-centric approach to managing their IT infrastructure. Today however, organizations tend to operate in silos and the lack of integration between department and application silos inhibits an automated process approach. This leaves a significant amount of work to be done manually, resulting in risk of error, latency, inconsistency, and lack of visibility and reporting.

## OPTIMIZING IT WITH PROCESS DRIVEN AUTOMATION

By defining and automating the end-to-end IT processes that orchestrate and integrate your existing infrastructure components, Opalis Solutions help companies meet business demands in a rapidly changing environment with greater agility and flexibility.

With Opalis, you can automate cross-silo processes for incident, problem, change, configuration and release management to quickly realize the benefits of IT process automation: greater IT efficiency, improved service levels, increased productivity, and compliance.

**GAIN IT EFFICIENCY**

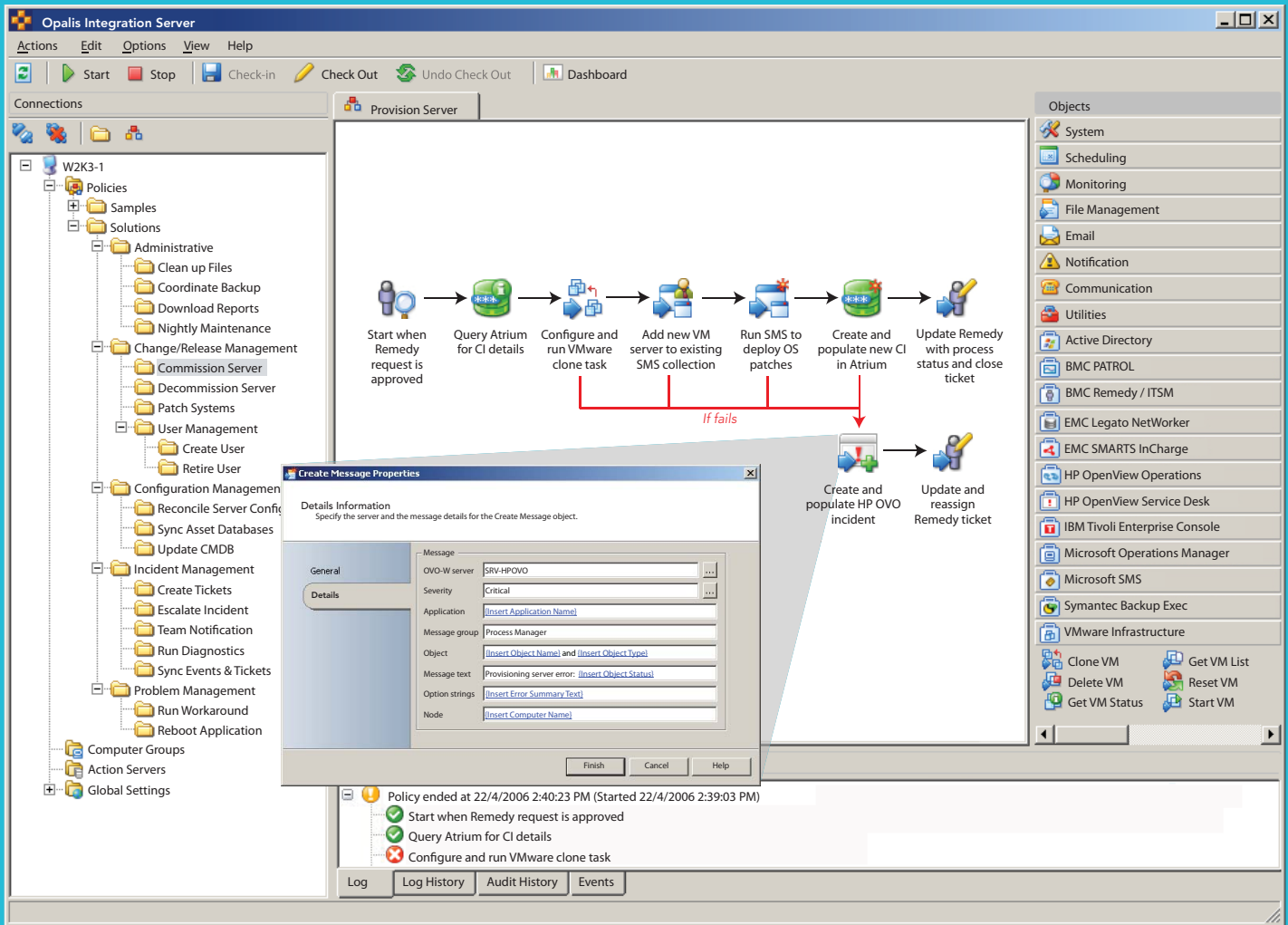
**IMPROVE SERVICE LEVELS**

**ACHIEVE COMPLIANCE**

**INCREASE PRODUCTIVITY**

# AUTOMATE IT OPERATIONS RUN BOOK PROCESSES

Opalis provides a workflow designer to create and automate cross-silo IT processes by orchestrating and integrating your existing infrastructure management tools.



## Opalis Integration Server Software

This workflow automates an end-to-end change and release management process by orchestrating the tools involved in provisioning a new server.

### End-to-End Process Orchestration

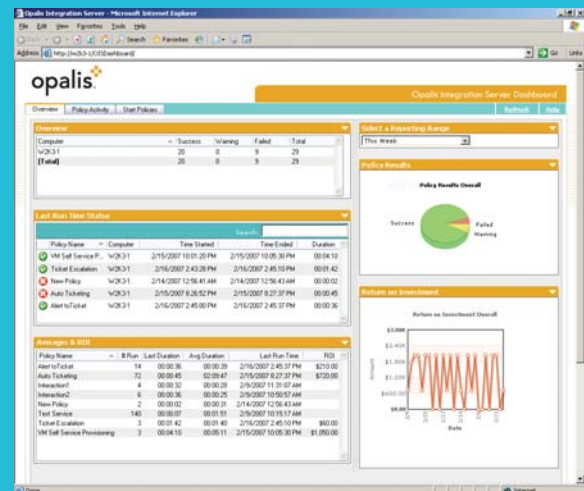
Opalis Integration Server lets you define, monitor, and execute the end-to-end IT process. The self-documenting workflow provides full visibility into each step and all the systems involved. Behind each workflow object is a configuration dialog, not code or scripts, which provides a quick and easy way to create, deploy, and modify processes when business policies change.

### Out-of-the-Box Integration

Opalis Integration Server provides the ability to read and modify data and initiate tasks in existing management tools. Opalis ships with pre-built processes to automate IT best practices in incident, problem, change, configuration, and release management. Opalis also provides over 250 workflow objects (reusable actions) and integration to leading infrastructure management tools so users can rapidly deploy custom processes without modifying existing tools.

### Process Workflow Automation

Opalis Integration Server delivers intelligent decision making capabilities through rule-based workflow, dynamically configurable dialogs, branching, and granular security options enabling the flexibility and agility required to control process flow and execution.



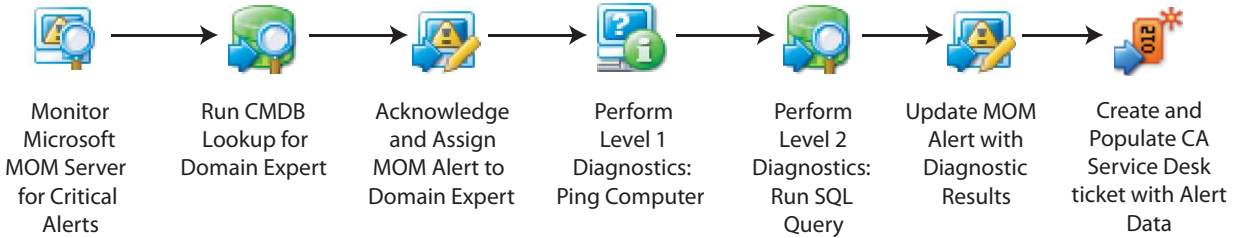
### 'Fully Aware IT' Dashboard

Opalis Integration Server provides a comprehensive dashboard including an overview on process activity (averages, duration, active and failed processes) with drill-down capabilities to view the execution status or configuration settings of any step. This provides IT with a 'fully aware' view of all automated processes.

# OPALIS ORCHESTRATES AND INTEGRATES INFRASTRUCTURE MANAGEMENT TOOLS AND AUTOMATES IT PROCESSES WITHOUT SCRIPTING OR PROGRAMMING

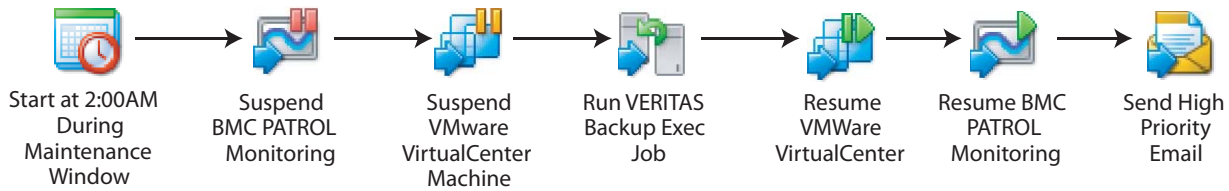
## INCIDENT MANAGEMENT: RUN DIAGNOSTICS ON CRITICAL EVENTS AND ESCALATE

Opalis can be used to standardize best practices for problem triage, diagnosis, escalation, and notification procedures, eliminating latency and errors associated with manual data entry. Automating incident remediation improves response time, ensuring SLAs are met, with a lower cost of service delivery.



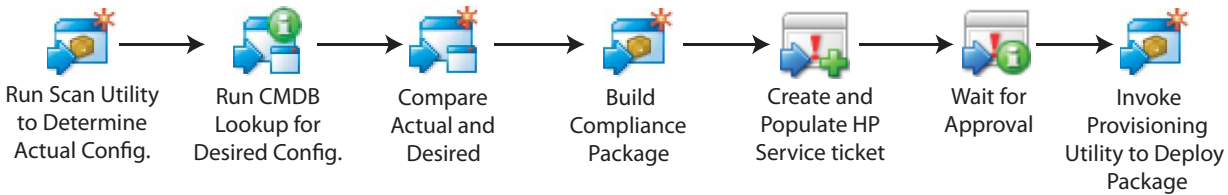
## PROBLEM MANAGEMENT: SUSPEND MONITORING DURING THE NIGHTLY BACKUP

Opalis is ideal for automating workarounds and routine maintenance tasks such as backups, file cleanups, or application maintenance. With Opalis, companies can maximize their limited maintenance windows without requiring staff to intervene during off-hours. Proactive maintenance minimizes service outages and helps to prevent problems from occurring.



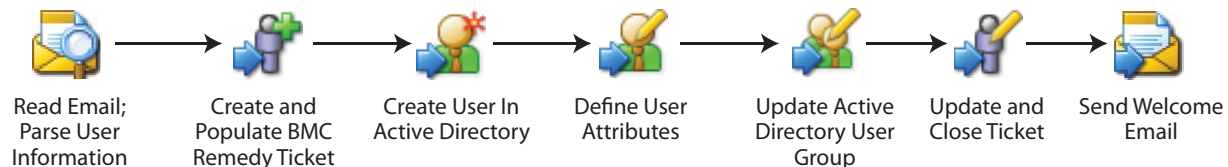
## CONFIGURATION MANAGEMENT: AUTOMATE SERVER CONFIGURATION COMPLIANCE ROUTINE

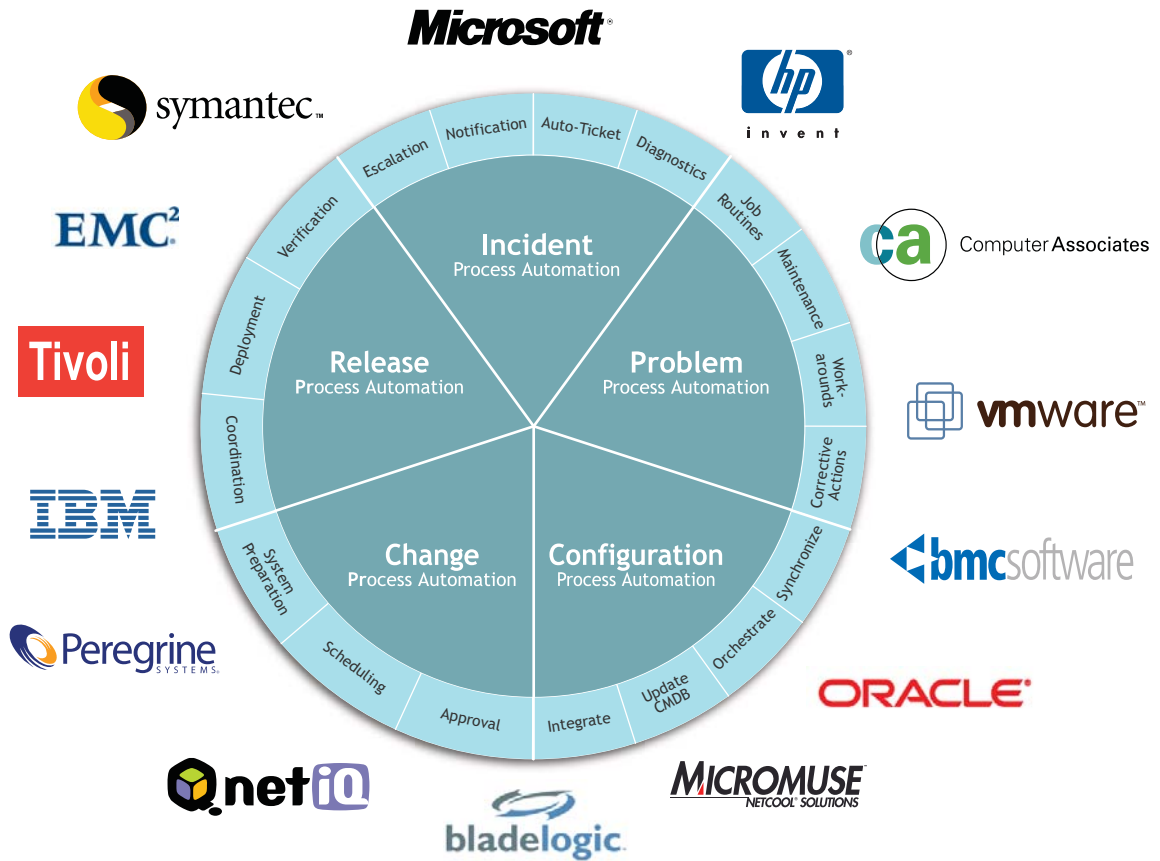
Opalis automates processes across IT departments to ensure corporate compliance. In this example, Opalis integrates the provisioning system with the change request system to ensure that approval is granted before a change is made. Coordinating processes between IT silos prevents a negative impact on service or application availability.



## CHANGE MANAGEMENT: AUTOMATE SERVICE REQUESTS TO ADD USERS ROUTINE

Opalis reduces the time to meet service requests by automating cross-system administrative processes. This employee onboarding process ensures that new network users have immediate access to company services. Standardizing and automating processes around corporate resources eliminates the latency and security risks associated with manual coordination.





**OPALIS LEADS THE INDUSTRY WITH INTEGRATION TO INFRASTRUCTURE MANAGEMENT TOOLS**

Opalis Software is designed to leverage your existing technology investments by integrating with leading infrastructure management vendors including Microsoft, BMC, EMC, VMware, HP, IBM, Symantec, Oracle, and Computer Associates. Today, more than 750 global companies are automating IT operations run book processes with Opalis technology. Customers report significant increases in operational efficiency, corporate compliance, improved service levels, and faster service delivery.

**CONTACT OPALIS AT 1-888-OPALIS1 FOR A PRODUCT DEMONSTRATION TODAY**

and see how you can start realizing the benefits of IT process automation.

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