

AYEHU INTEGRATION TO BMC REMEDYFORCE

Closed Loop, Intelligence-Driven Process Automation

Ayehu's IT Automation and Orchestration Platform provides seamless interoperability with BMC Remedyforce IT service management (ITSM) solution. The integration future-proofs inundated IT operations teams with robust, closed-loop process automation.

Key Benefits

- Reduce noise and false positives
- Easily automate runbooks without coding
- Reduce repetitive, manual tasks and human errors
- Streamline incident investigation and remediation
- Empower Level 1 and Level 2 staff to work on more strategic projects

Key Features

- Centralized dashboard
- Audit log
- Codeless workflow designer

Intelligence driven decision-support

Business Challenge

The ubiquity of cloud services and solutions only adds to the complexity of the multiple, disparate systems managed by today's overwhelmed IT departments. Managing repetitive alerts, opening tickets and resolving incidents can take 15 minutes per Level 1 task, with 80% of most cases being escalated to Level 2 for a total average of two hours to resolve an incident. What if there was a Level 0 that handled the repetitive, manual processes for you automatically, without even requiring human intervention?

Solution Overview

Acting as a force multiplier and virtual operator, the Ayehu Platform seamlessly integrates with BMC Remedyforce IT service management (ITSM) solution for powerful closed-loop IT process automation. With pre-built workflow templates and runbooks to rapidly automate repetitive, manual tasks and processes, you can free up operations teams to focus on higher-level projects, significantly reduce errors, and greatly improve service levels.

Through Ayehu's integration with BMC Remedyforce you can:

- Accelerate the reporting, escalation, and resolution of tickets and incidents
- Reduce incident response time by up to 90%

Leverage bi-directional SMS and email for event notifications and escalations

Intelligence-Driven Process Automation

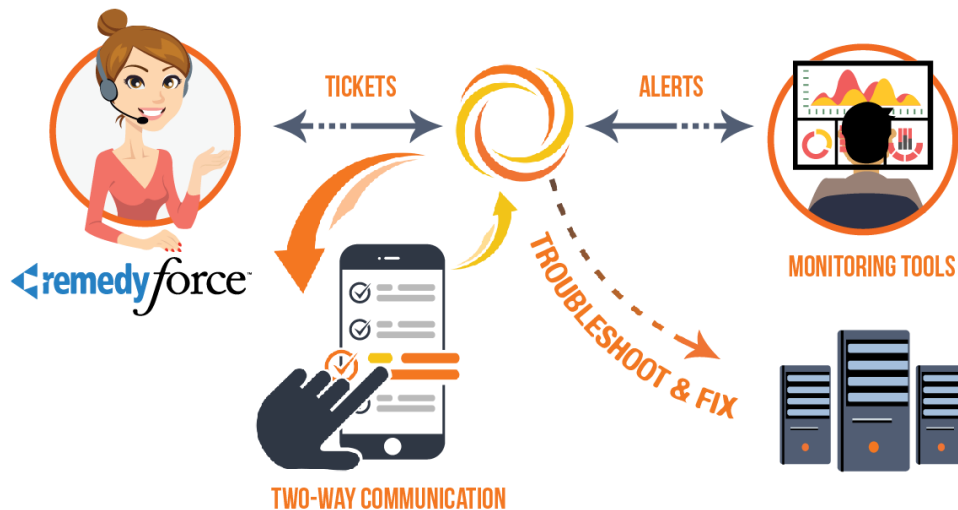
The Ayehu integration to BMC Remedyforce empowers IT teams, removing time-consuming and error-prone procedures from event detection through verification, investigation and remediation. IT teams gain operational efficiencies that free up their time to focus on innovating and exploring more strategic initiatives.

Powerful automated runbooks can be quickly implemented and working in a matter of minutes. The following actions are available as out-of-the-box activities:

- ✓ Create Record
- ✓ Get Record
- ✓ Update Record
- ✓ Execute SQL

How It Works

Ayehu platform can be installed on-premises, connecting seamlessly with BMC Remedyforce. Ayehu's agentless architecture allows IT professionals to execute tasks over physical, virtual, and cloud environments, without any installation or changes to your Remedyforce instance. Additionally, you have the ability to automatically discover records submitted or updated from any form, as well as map all form fields, exposing them as standard variables for use in workflow logic.



About Ayehu

Recently named by Gartner as a 2016 Cool Vendor, Ayehu helps IT and Security professionals to identify and resolve critical incidents, simplify complex workflows and maintain greater control over IT infrastructure through automation. Ayehu automation & orchestration solutions have been deployed by major enterprises worldwide and currently support thousands of IT processes across the globe.