Streamline and Automate IT Processes for Improved Service Quality

The Best-Run Businesses Run SAP™

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Standardize critical operational processes

To achieve the high standards for performance and uptime that are now a business necessity, you must make use of best-practice processes consistently across your IT landscape. With the SAP® IT Process Automation application by Cisco, you can standardize and automate processes across SAP and third-party software, enabling you to boost operational efficiency and system reliability.

Business success depends on your ability to operate in an efficient and agile manner. However, adoption of game-changing technologies such as the SAP HANA® platform, analytics, and the cloud means that you need new tools to help operate and maintain your IT landscapes effectively.

In environments that combine diverse architectures and platforms from multiple vendors, managing a wide range of IT tasks manually can be time-consuming, costly, and prone to error. Furthermore, the requirement to spend the majority of their time on manual tasks can prevent IT experts from focusing proactively on strategies that drive profitability and growth.

With a standardized set of best practices–based processes, SAP IT Process Automation enables you to automate IT operational tasks and processes across multivendor environments to help ensure optimal operational efficiency. In this way, you can maximize uptime, optimize resource usage, improve service levels, gain greater compliance, and minimize costs.

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Unify and automate processes across complex environments

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Act quickly to resolve incidents

Tailor process flows to fit your precise needs

Enable regulatory compliance with advanced tracking tools

SAP IT Process Automation allows you to automate everything from routine IT operational tasks to incident management procedures and regulatory compliance checks. The software includes a predefined set of best-practice procedures, and you can also create your own standardized process flows. This helps you to increase operational efficiency and safeguard business continuity at all times.

The application enables you to standardize and streamline critical processes across your entire IT landscape. It supports in-depth integration with other SAP software such as SAP HANA, the SAP ERP and SAP Business Warehouse applications, and the SAP Solution Manager application management solution. In addition, SAP IT Process Automation integrates with software components from third-party vendors to help automate your entire software landscape.

Free up IT experts from managing manual tasks, and enable them to be strategic resources.

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Act quickly to resolve incidents

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SAP IT Process Automation comes with predefined detection and incident-response process flows, and, of course, you can customize or add to this list of predefined processes. For example, the software can send out automatic alerts if the service performance falls below acceptable levels. These alerts then trigger best-practice-based corrective actions that will resolve the issue.

Troubleshooting functionality within SAP IT Process Automation provides you with fast, automated incident response. The application then provides a visual process flow to take you by stages through how recommendations were made and how a resolution was reached. In many cases, you also have the option to automate this response in the future. This allows your experts, and even new systems administrators, to quickly understand the incident and how it was resolved.

By enabling you to program automated reactions to changes in service levels, SAP IT Process Automation can model future performance patterns and trigger actions to help ensure that optimum service is maintained. In addition, a resilient server configuration keeps to a minimum the downtime that can result from hardware failures or excessive loading.

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Tailor process flows to fit your precise needs

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SAP IT Process Automation offers a range of reusable process flows that are based on best practices for supporting operational IT environments including technology such as SAP HANA. These preconfigured process flows reduce the requirement to hire experts in scripting and coding, saving time and money and accelerating implementation.

SAP IT Process Automation also enables you to create your own process flows using intuitive drag-and-drop visual configuration tools. These allow you to construct tailored process flows that meet the exact requirements of your organization.

You can also build in notifications to relevant personnel at different points in the process flow. For example, a manager may be sent a notification asking for authorization to proceed with a particular course of action, or an IT expert may receive an alert if performance falls below a certain level.

With SAP IT Process Automation, you can accelerate the rollout of new IT processes across your organization.

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Enable regulatory compliance with advanced tracking tools

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With a range of sophisticated reporting options, SAP IT Process Automation helps you improve process visibility and traceability across different functional teams. In addition to preconfigured process flow templates, you can also set up detailed reports aligned with your existing policies, service levels, and auditing procedures. This helps you ensure compliance with regulatory reporting requirements under legislation such as the Health Insurance Portability and Accountability Act and the Sarbanes-Oxley Act.

Workflows are based on Information Technology Infrastructure Library (ITIL) best practices to help ensure optimum IT service management. Authorization functionality within SAP IT Process Automation allows you to give IT personnel the access they need to achieve specific tasks but no more, helping you to comply with security protocols. And by providing a central repository where details of all procedures are stored, you have a fully auditable record of events.

Improve productivity and governance with best practices–based process flows.

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Improve efficiency, visibility, and control

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SAP IT Process Automation helps you to standardize and unify your IT processes, improving operational efficiency and customer satisfaction. You can enhance security, service quality, and productivity by automating processes that IT staff would otherwise perform manually.

The application helps you to accelerate troubleshooting and minimize downtime. And with built-in best-practice functionality for technology such as SAP HANA, there is no need for specialist expertise when deploying the software. IT experts are therefore freed up to focus on strategic projects.

Robust authorization controls and advanced reporting help you ensure compliance with regulatory legislation. Meanwhile, enhanced vendor interoperability through support for complex, heterogeneous environments enables you to roll out new services quickly.

Drive service quality improvements and derive greater value from your investment in SAP solutions with consistent, compliant IT processes.

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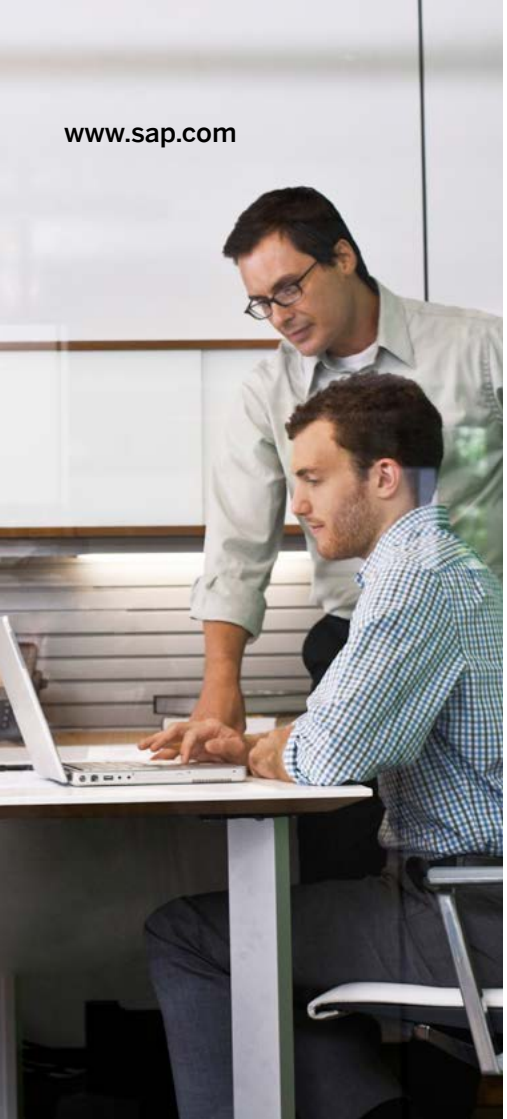

Summary

The SAP® IT Process Automation application by Cisco enables you to standardize and automate IT processes. This helps you improve operational efficiency, ensure governance, and maintain high levels of service quality and reliability.

Objectives

- Meet increasing service demand while stretching IT budgets
- Eliminate isolated processes and establish a unified governance structure
- Assess changing business contexts and prioritize responses
- Resolve systemic operational issues that repeatedly cause unplanned downtime
- Streamline operations and make use of best practices from day one

Solution

- Visual tools for the configuration of custom process flows, as well as templates based on best practices
- Predefined incident response processes and automatic troubleshooting of downtime incidents
- Advanced tracking and reporting functionality
- Support for SAP and third-party software

Benefits

- Streamline and standardize processes across complex IT landscapes
- Increase service levels and minimize outages
- Improve governance of organization-wide IT processes
- Optimize resource usage and free up IT personnel to focus on strategic projects

Learn more

To find out more, call your SAP representative today or visit us online at www.sap.com/it-process-automation.

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