



RES ONE™ Automation

Getting More Done. Faster—and More Accurately

IT staffs spend countless hours every week performing routine tasks: password resets, database access authorizations, VM builds, etc. Many of these tasks are performed manually. Others are partially automated by executing actions in multiple management tools. Still others are performed using homegrown scripts that are only understood by their authors and are randomly scattered across the organization.

That's why so many IT organizations suffer from:

- **Backlogs** in the IT to-do list
- **Inconsistencies and errors** in the execution of routine tasks
- **An inability to take on new strategic projects** of greater value to the business
- **Loss of specialized knowledge** when key technical employees leave the company
- **“Brittle” operations** that are not easily adapted to changing conditions

The Solution: Automated IT

RES ONE Automation solves these problems and more by empowering IT staffs to quickly automate all types of routines tasks—including those that touch multiple management applications and tools. With RES ONE Automation, your top technicians can easily create automate processes that allow lower-level staff to perform routine tasks with just a few keystrokes and mouse-clicks. Those automated processes are all maintained in a single, easily navigated repository where they can readily be found by anyone who needs them. And because all processes are transparently built and documented, they can be rapidly modified or re-purposed as your needs change.

RES ONE Automation is comprised of four components:

RES ONE Automation Console provides an intuitive interface for creating, organizing and invoking automated processes.

RES ONE Automation Datastore provides a centralized, secure repository for automated processes and related process knowledge.

RES ONE Automation Dispatcher manages communication between the datastore and agents to securely and efficiently execute all process actions in the correct sequence—and to confirm their execution.

RES ONE Automation Agents execute tasks on and reply to queries from any resources across the IT environment.

Together, this integrated solution provides unmatched capabilities for streamlining operation in today's complex hybrid cloud environments, including:

- **Hundreds of out-of-the-box processes and wizards.** RES ONE Automation's built-in functionality starts delivering business value from Day One.
- **Broad platform support.** RES ONE Automation works with all popular enterprise platforms (Windows, Linux, Unix, Solaris, MAC OS, etc.)—as well as leading virtualization solutions from Citrix, Microsoft and VMware.

Uses for RES ONE Automation

Routine configuration, provisioning and upgrade tasks
RES ONE Automation greatly reduces the time IT staff has to spend managing servers, storage, networks, software, end-user devices, operating systems, peripherals, and other resources. You can control exactly when changes will be executed in your infrastructure through advanced job scheduling.

Auditable compliance
When tasks are performed manually using multiple tools or scripts, it's difficult to prove to auditors that they were ever done—or done right. RES ONE Automation addresses this common compliance issue by maintaining an accurate, centralized record of all executed tasks.

Advanced Change Control
View and control all current changes in all real-time. Improve better auditability, traceability and change control by being able to track versions and having the ability to revert back to previous changes.

Self-service and LOB delegation
Because RES ONE Automation can execute defined process with simple commands, it can be used to create user self-service IT capabilities such as password reset and give LOB manager the ability to provision new network and share drives.

- **Cloud-ready.** Use RES ONE Automation for on-premise, cloud and hybrid environments including SaaS, IaaS and PaaS resources such as AWS and Microsoft Azure.
- **Integrated management.** RES ONE Automation can be used with all types of IT management applications including ITSM, MDM/MAM/MCM, service desks, VDI, and PC lifecycle management.
- **Lightweight and scalable.** RES ONE Automation's simple, efficient architecture enables it to support even the largest enterprise environments without generating excessive overhead.
- **Granular security.** RES ONE Automation enables administrators to tightly control process privileges based on roles, domains, and compliance mandates.
- **Extend existing investments.** In addition to being able to integrate with many data sources, RES ONE Automation offers new automation capabilities for various third party technologies including mobile device management, IT service management, virtualization & cloud provisioning, PC life cycle management, and SaaS applications.
 - These free Automation Packs include quick start guides, help documentation and building blocks for RES ONE Automation and RES ONE Service Store.

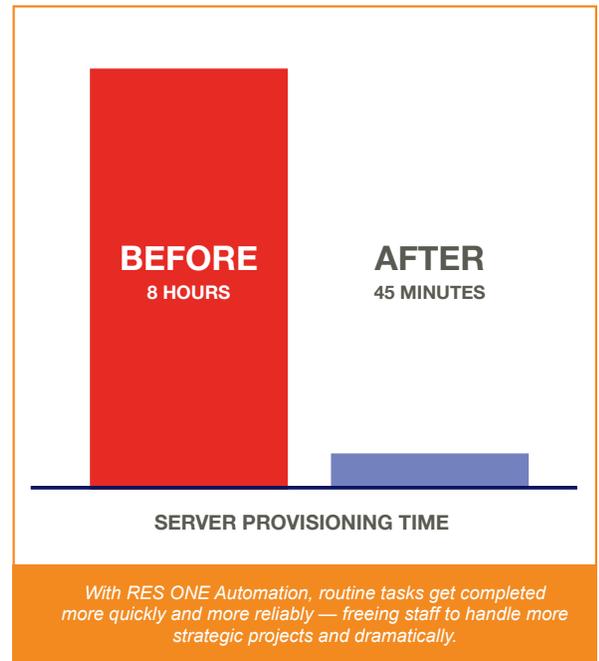
A Better Way To Do IT

As your company become increasingly dependent on IT—and as your IT environment continues to expand—conventional approaches to technology ownership are becoming obsolete.

By implementing RES ONE Automation, your IT organization can become dramatically more efficient and reliable. Resulting benefits will include:

- Greater strategic business value from IT
- Significantly faster responsiveness to business users' needs
- Better performance and uptime for critical applications and services
- Reduced security and compliance risks
- Improved business agility
- Less vulnerability to loss of key technical employees

If you'd like to take the “drag” out of your IT operations and increase the “lift” your IT investments deliver to your business, contact RES today and find out more about what RES ONE Automation can do for you.



Not Just for IT

RES ONE Automation is such a powerful and flexible automation tool that it can be used for plenty of purposes besides IT. Do account managers have to touch multiple systems and key in redundant data to onboard a customer? Make it a single action with RES ONE Automation. Does it take hours for HR, IT and facilities management to fully revoke the privileges of a terminated employee? With RES ONE Automation, it can all be done instantly and comprehensively in an instant.

The Result: Greater operational efficiency across your company, faster completion of routine tasks, and greater certainty that processes will be completed that same way — and the right way — every time.

About RES Software

RES is the world leader in digital workspace automation. Only RES solutions provide the policy-based automation, self-service and context awareness necessary to ensure that people have the right resources—and only the right resources—in their digital workspace at any given moment. RES also uniquely provides rapid time-to-benefit with automation and integration for popular applications and services right out of the box. For more information, follow updates on Twitter @ressoftware and visit www.ressoftware.com