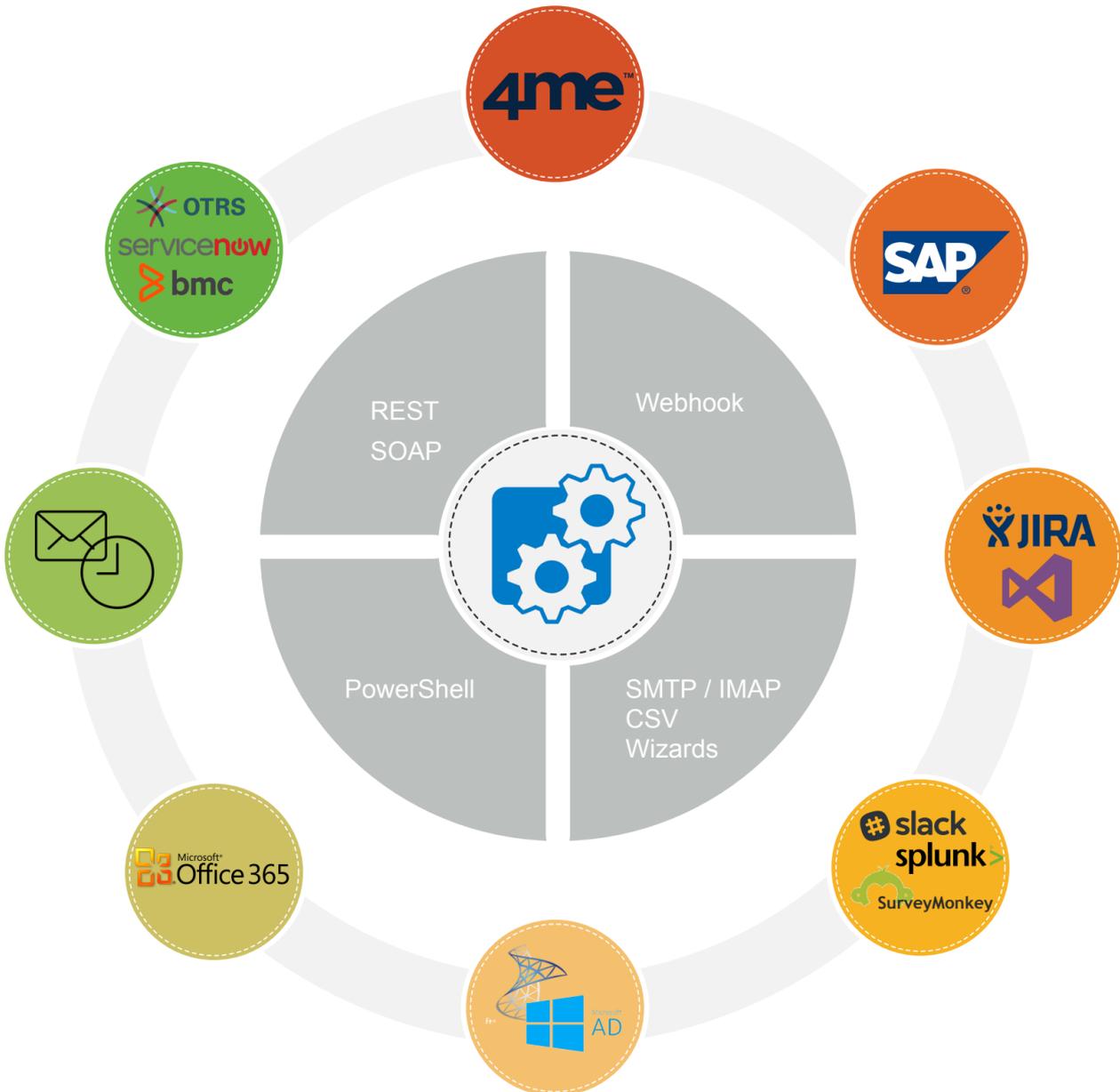


automator at a glance



Kickstart your automation

Contact us to get a free POC.

[Yes, just do it](#)



automator capabilities

The automator is a cloud based service with the purpose of simplifying and accelerating the development and deployment of automations.

- Easy cross application workflow development (mainly transaction based)
- High quality SIAM integrations between Service Management tools
- Front end-Wizards for any REST API capable application (check out the "Yes, just do it" link)
- Batch processing
- Test driven integrations (ensures high quality)

Examples of our standard application integrations:



SAP

SAP integrations are often developed to automate asset accounting. The real status of an asset is reflected in SAP accounting instantly, without the usual time gap to a yearly inventory activity. Example: A notebook was broken on July 13. The status of the asset in your service management tool is set to "Broken down". Instantly an "inactive" status is set for that asset in SAP accounting. Many manual activities are saved which leads to greater efficiency.



JIRA / TFS

For JIRA Service Desk we offer pre-developed automation packages like dynamic approvals, CMDB integration and Request Fulfillment automation. Up to 90 % of plug-ins can be spared by using just the automator instead of plug-ins. JIRA Software and TFS are mainly used by Software development teams. Usually changes from the business side are requested via the ITSM tool. If approved the requested change is transferred to JIRA/TFS, the development team picks it up and works according to the specific workflow. On completion, JIRA/TFS reports back to the ITSM tool and the customer gets notified.



Office365

Office 365 can be integrated into a Service Management product. Many benefits can be gained. One example is to encourage collaboration by using shared folders. The whole approval process is usually performed in the Service Management product. The handling and administration like granting and revoking permissions of folders can be done by the automator. Another example is to generate tasks in the ITSM tool based on tasks created in the Office 365 planner.



Active Directory

Active directory is often the single source of truth in the context of people-, team- and department- records. Those records are automatically transferred on a regular basis to different applications. Both Azure AD and on-premise AD are sources / targets for the automator.



SCCM Usually a CMDB gets populated on a regular basis i.e. once a day.

The second practical usage of integrating SCCM into a ITSM tool is to execute a software deployment as part of a change management workflow. The software gets installed on the client and SCCM reports back whether it was successful or not. Further the new installed software becomes automatically a Configuration Item linked to the client record.



Mail integration

The automator can send and receive emails from multiple email addresses. Incoming emails can be processed and trigger actions in other applications.



Scheduler

The scheduler executes automation packages on custom intervals.



4me (ITRP)

4me (ITRP) is a premium Service Management application (ITSM tool).

OTRS | ServiceNow | BMC

Other Service management applications (ITSM tools) / vendors.

slack | splunk | SurveyMonkey

Slack is an instant messaging and collaboration platforms. Splunk is used to monitor, analyse and visualise machine data.

SurveyMonkey lets create and publish online surveys in minutes. You can use such surveys to collect feedback from your users. The automator collects the data and the [4me_reporting](#) solution provides the basis for your Business Intelligence insights.