Low-Code IT Automation:

The Path to Unified Orchestration

3 CASES SUPPORTING YOUR SWITCH TO
ONE SIMPLE SOLUTION

Imagine an IT environment where everything just works...

…jobs kick off the moment they should, systems integrate like perfect little puzzle pieces, and end-to-end workflows finish on time – all the time. The environment is secure, highly available, maintains critical reporting and compliance data, and most importantly, tells you exactly where you need to focus your limited time and resources.

For many IT professionals, this seems like an impossible feat. Complex scripts tie together disparate systems – some systems even remain completely siloed. Individual team members become highly skilled and invested with one platform or application, often leaving little time to learn how it interacts with the greater IT landscape. Security and auditing are program-specific, and each system is prone to its own set of failures and vulnerabilities. Even more confusing and time-intensive is determining which platform experienced an issue, at what time, on which machine, impacting what other systems – and let's not forget, how and why? You get the point; all these questions can leave your team searching for answers rather than focusing their time on developing new solutions that drive your IT operations forward.

Enter low-code IT automation, enabling teams to achieve simplified, unified orchestration and operational piece of mind.

JUMP TO CASE:

Let's take a look at some scenarios where low-code IT Automation shines.

CASE

1

The Universal Remote Control

THE PROBLEM...

Suppose your team is tasked with onboarding new employees into various systems. As users of many Microsoft technologies, your process begins by creating an Active Directory account for the new hire and assigning a role. Next, you'll create an Exchange mailbox and associate specific SharePoint groups based on department. Once these tasks have been completed successfully, you need to add the employee to the company's payroll system, provision a system for the user, install specific programs based on position, create a Salesforce account, and perform several other internal tasks.

Not only are each of these tasks critical to onboarding the new employee, many of them are dependent on prior actions or require steps to be added or subtracted based on position. Writing a script or using a series of technologies to complete each of these steps is not only time consuming, but is more difficult to maintain, less adaptable to upgrades and process changes, and provides less visibility into workflow performance, logging, and overall environment health.

CASE IN POINT

Global recruiting giant **SThree** used legacy and point solutions like Windows Task Scheduler and custom scripting to onboard users through **Active Directory** and **Microsoft Exchange**.

READ ON...

THE SOLUTION...

With intelligent IT automation, this level of orchestration is a breeze. Using prebuilt, drag-and-drop blocks, users can assemble related processes into a clear set of instructions for any number of systems without having to write a single script. Easily maintain and facilitate the passage of data with variables and flow control, add job constraints to ensure criteria is met before a process is attempted, and configure completion triggers to route the workflow to downstream jobs based on exit codes or other factors. The resulting workflow can now be seamlessly scheduled, manually triggered, or kicked off automatically based on an event, such as an email arrival in the Help Desk mailbox or a database row addition or modification. Just like that, one tool can manage countless disparate technologies and systems, and one person can assemble the end-to-end workflow in minutes, not days. Audit trails, log files, machine performance, and workflow history is fully tracked, reportable, and visible in real-time. It's like a universal remote control for your entire IT environment.

CASE

2

Overcoming the IT Skills Gap

THE PROBLEM...

Your IT group needs expert-level resources to fulfill its business units' requirements. Yet, today's IT skills gap means that your company struggles to find qualified applicants to fill key positions. Meanwhile, your team is bogged down learning the ins and outs of the growing number of systems it supports.

New technologies are adopted, addressing needs that didn't even exist just a few years ago. Traditional systems continue to be supported, and additional variants like cloud-based access points and SaaS platforms are increasingly added to the mix. Connections between these platforms differ in scope from system-to-system, meaning you're often forced to string them together using home-grown solutions where native support doesn't exist.

As a result, your colleagues are assigned to become subject matter experts for one tool or platform. New systems, even if in great need by the business units you serve, are often selected simply for their support of the legacy solution in place or technical knowledge available, rather than for their effectiveness or potential ROI. Your team is stretched thin, and if a key player leaves your group or new systems are added, your business units could be left in the dark.

CASE IN POINT

Subway, the largest restaurant franchise in the world, struggled to maintain complex systems, including **Teradata**, various **ETL tools**, and legacy **OpenVMS** technologies.

READ ON...

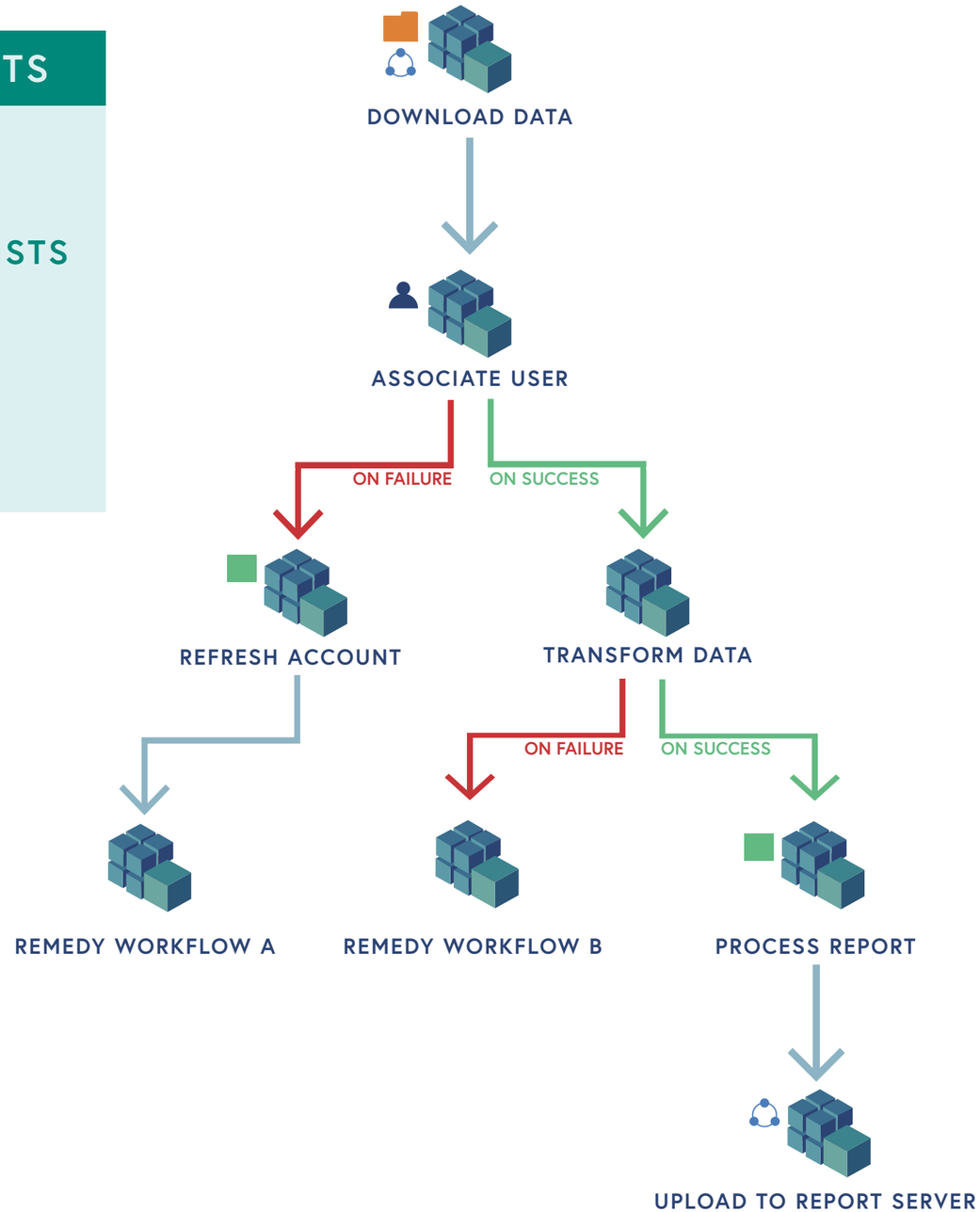
THE SOLUTION...

Orchestration through an IT automation tool greatly reduces this problem because low-code solutions are built for change, supporting virtually anything digital – whether it existed ten years ago, was released this year, or hasn't yet even been developed. With dozens of direct integrations and seamless transitions from APIs to drag-and-drop blocks, becoming a skilled and productive user doesn't require an advanced degree and years of IT experience.

Employees can learn one, unified tool and strategy, requiring only a general understanding of the various systems being connected. It allows them to focus on the function of the workflow, rather than spending substantial time researching, coding, and debugging. Instead of relying on hyper-specialists, IT consists of nimble teams and versatilists with transferrable skills to automate a wide variety of applications and technologies.

JOB CONSTRAINTS

- FILE EXISTS
- ACCOUNT EXISTS
- SYSTEM FREE
- CONNECTION ESTABLISHED



CASE

3

Increased Agility and Control

THE PROBLEM...

As an IT professional, you need to remain at the forefront of technology, innovation, and security, but your list of demands and disruptions has been increasing tenfold. Plus, maintaining your existing workflows is a time sink without renewed benefit.

Your Database Administrator is struggling to provide business units with timely access to their data and insights as the overnight batch window is time-consuming and error-prone, ad-hoc requests of your team are numerous, and security and record keeping need to be foolproof in today's evolving cybersecurity landscape.

Even a well-equipped team would struggle to keep up without cutting corners or relying on point solutions.

CASE IN POINT

Outdoor ad space supplier, **Lamar Advertising**, needed real-time delivery of data and insights, but its **homegrown scheduler** couldn't keep up, and its environment needed to remain **highly secure**.

READ ON...

THE SOLUTION...

Because low-code IT automation is inherently agile, it addresses all of these growing requirements and more, making orchestration a matter of thoughtful redesign rather than complete re-invention. Variablized data points make jobs reusable time and time again and can be pulled from any source – even ones that update in real-time, such as databases, PowerShell cmdlet return values, intricate date calculation results, and more. Reference functionality allows teams to template their most common jobs to simplify maintenance and reduce the need to copy-and-paste common properties; future changes to the template are pushed down to the referencing jobs automatically.

Complete audit trails are retained, and security is paramount. Credentials are sequestered in specialized objects designed specifically for user account information, and individuals can be granted permission to use the credentials without being granted access to their underlying values.

Finally, self-service capabilities allow business units to be granted rights to monitor or trigger their own workflows, pass in parameters, and evaluate performance without needing to rely on IT. IT, however, remains in full control of the jobs and who is granted access to them.

Orchestration Made Simple with ActiveBatch®

ActiveBatch is a low-code, agile IT automation solution with the power and performance to meet and exceed the requirements of each case above. Built for change, ActiveBatch's orchestration capabilities connect virtually anything, through direct integration, API, or even a script-based solution.

KEY ORCHESTRATION CAPABILITIES

Consolidate & Centralize: Gain a single point of control, eliminate costly and inefficient silos of automation with a unified, cross-platform automation solution.

Scripting Done Right: Where scripting can't be replaced or is most effective, maintain control over script access, version histories, usage, and more.

Build & Automate: Focus on function rather than coding and simplify workflow development and maintenance through reusability, assembly, and a reduced reliance of custom scripting.

Action Insights and Monitor Analytics: Improve insight into the entire environment by easily identifying, monitoring, and managing workflows, systems, and the data dependencies between them.

ActiveBatch®

KEY ORCHESTRATION CAPABILITIES

Take Control of the Cloud: Seamlessly scale and maximize resource investments with a solution designed for dynamic IT infrastructures, including on-premise, cloud/virtual, and hybrid environments.

Intelligently Optimize Resources: Optimize the distribution of job loads, minimize slack time, and enhance the performance of resources by leveraging machine learning and predictive analytics.

Self-Service for All: Create any number of user-friendly, self-service portals for use by Help Desk teams, business units, or specific users, reducing reliance on IT – without IT needing to give up control.

Seriously-Secure Automation: Implement environment-wide standards or granular object- and user-level security, lock down credentials, vault script content, integrate with proven cybersecurity innovators, retain complete audit trails for all user-generated and automated actions, segment DevOps environments and prevent accidental and malicious modifications to production, and double down on unauthorized access prevention with multi-factor authentication.

Learn more about ActiveBatch IT Automation, explore additional capabilities and benefits, and request a personalized demonstration or free trial.

ActiveBatch.com/demo