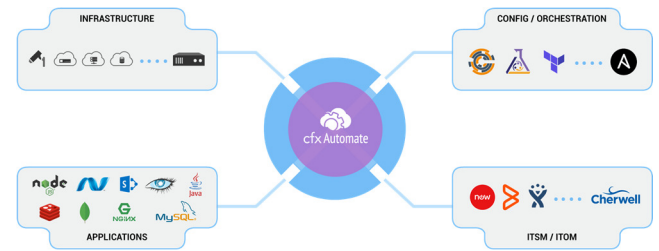


cfxAutomate is the Modern IT Automation platform that is Analytics driven. It enables automation of complex Biz/App/IT operational handoffs, response plans or diagnostics, incident enrichment, incident resolution and incident reconciliation.

cfxAutomate does so by having complete awareness of typical IT operational models, data formats and integrations with common ITSM/ITOM systems to deliver effective and turnkey automation for modern IT.

cfxAutomate provides capability to design and execute function-based workflows and it comes packed with comprehensive workflow library. Workflows run in a fully scalable and modular serverless environment and can be triggered based on analytics, events, incidents or asset lifecycle changes – all coming from cfxDimensions solutions or other 3rd party products



“... it's almost like IFTT for Enterprise IT”

Key Capabilities



Intelligent Bots

- Respond to events, incidents, state changes
- Remediation workflows, response plans

Intuitive Workflow Engine

- Easy to use workflow designer and editor
- Visually track workflow progress

Key Integrations

- Support for typical ITSM/ITOM tools (Ticketing, Monitoring etc.)
- Seamless integration with Cloud services (Lambda, Pub/Sub etc.)

Smart Diagnosis

- Aware of App/Infra dependencies
- Analyzes data from multiple sources



Incident Enrichment

- Provide rich contextual information
- Helps in building automation playbooks

Modern Architecture

- Based on Serverless & Container technologies
- Supports Multiple Languages (Python, JavaScript, Ruby etc.)

Key Use Cases

Hybrid-IT Automation

Execute automation tasks across multiple clouds leveraging native capabilities

Smart Ticketing

Automatic creation, clearing and enrichment of tickets based on the outcome of incident and its remediation tasks.

Virtual NOC Engineers

Simulates “Virtual” NOC or Helpdesk Engineers – to automatically triage, diagnose and resolve or advance tickets to next level (L2/L3)

Knowledge Management & Playbooks

Build knowledge repository and playbooks to not only automate operations but move to predictive operations

E-bonding

Reconcile tickets between multiple systems (Ex: Partner and Customer) for service delivery and SLA compliance