

Perspective

Rev Up Your Competitive Advantage With Hyperautomation

Transform IT While Managing Workflows and Decision-Making

As an IT infrastructure and operations leader, you may find that the path to success for your digital transformation can be quite challenging. There are far too many variables that require basic decisions before you can even begin. You need to decide how much should move to public cloud. You need a decision on how much hybrid or private should be adopted. You'll need to decide on the automation strategy: Do you take a one-platform approach that unites and orchestrates stovepipes of management and automation? Or, will you choose an endless technology toolbox that attempts to apply individual best-in-industry solutions to automate every end-to-end process? You'll also want to determine how you will incorporate artificial intelligence (AI) into the IT modernization strategy.

These questions must be answered before a timely and efficient digital transformation can even begin. Otherwise, you risk that these new technologies and approaches for fully autonomous operations might be nothing more than a science experiment. What you really want is proven capability with predictable outcomes. Luckily, there is a way to successfully navigate through all this complexity and confusion. Hyperautomation has emerged as the approach that will do just that.

In simple terms, hyperautomation is a systematic approach to orchestrate multiple technologies, driving end-to-end process automation for complex workflows. That means it's automating many multivendor systems and how they interact with each other. Hyperautomation utilizes more advanced technologies like AI, intelligent business process management (iBPM), and robotic process automation (RPA), connected to a fully integrated environment.

Traditional automation has worked well in the past when the actions and steps of the task were predictable, like provisioning more capacity to avoid having a database crash. Hyperautomation is designed to also automate the thinking and decision-making part of a complex process, like deciding whether older data should be archived out to make more space available.

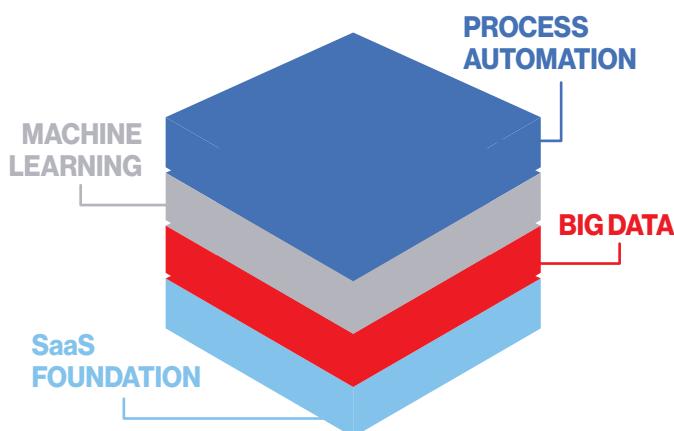


Several factors have stymied the efforts of enterprise IT teams to meet basic business requirements that hyperautomation can address:

- **Disconnected workflows.** With many companies still working around fragmented environments, automation is an imperative and will continue to grow for the foreseeable future. Without automation, manual intervention is required, which limits agility and slows market competitiveness.
- **Data silos.** Part of the fragmentation of the environment is due to still-existing silos within the organization that may be managed and automated differently based on their purposes. To move a project forward, IT often must manually intervene. If errors or delays occur, reaction time is slowed, again due to manual response needed to address each silo involved in the process.
- **IT complexity.** The expansion of IT complexity has created more challenges than ever before, causing technologists to struggle to manage and make sense of overwhelming data noise. We have seen this to be especially true for our clients struggling to manage their heterogeneous environments. They are experiencing poor visibility into the environments that power their business processes and obfuscate risk in conducting compliance management.
- **Compliance.** Risk management has not kept pace with the proliferation of digital transformations. A gap is opening that can only be closed by risk innovation at scale.
- **Poor insights.** Without clear insights and a modern approach to data and analytics governance, organizations seeking to scale digital business run a higher risk of failure. A well-designed hyperautomation solution will scale automation in your enterprise. It will help optimize business performance and IT operations, and streamline processes, while accessing everything you need from a single pane of glass.

EverFlex Control Makes Hyperautomation Attainable

Hyperautomation has earned its place in the digital transformation journey by taking organizations a step beyond traditional automation of commodity tasks. Task-based automation such as RPA served to automate idempotent processes that, by definition, limit the use of automation to operations that have a predetermined result. In reality, IT organizations spend much more time on complex decision-based or optimization-based tasks. The hyperautomation framework expands current automation beyond idempotent processes with integration and orchestration, providing a deep level of digital autonomy. It allows you to liberate data across the IT enterprise, build intelligent workflows and achieve end-to-end automation of complex processes.



So, what's the catch? First, hyperautomation can be complex. Skill and experience can make a big difference in designing and implementing the many different technologies, systems, and interactions for the countless number of processes. However, it is so new that it can be difficult to find staff, expertise or traditional technology providers that have designed and deployed these solutions once — let alone achieved a level of mastery in this area. Second, optimizing ongoing operations can be demanding without the right tools and experience in applying them in the face of constant change in requirements and IT deployments. Hyperautomation needs to be as dynamic and agile as your IT environment is.

Hitachi Vantara has addressed these concerns with EverFlex Control. This software-as-a-service (SaaS) offering assembles proven technologies and capabilities in modules to make it easier to get started. And it delivers hyperautomation through our experts as a service.

Core Capabilities of EverFlex Control

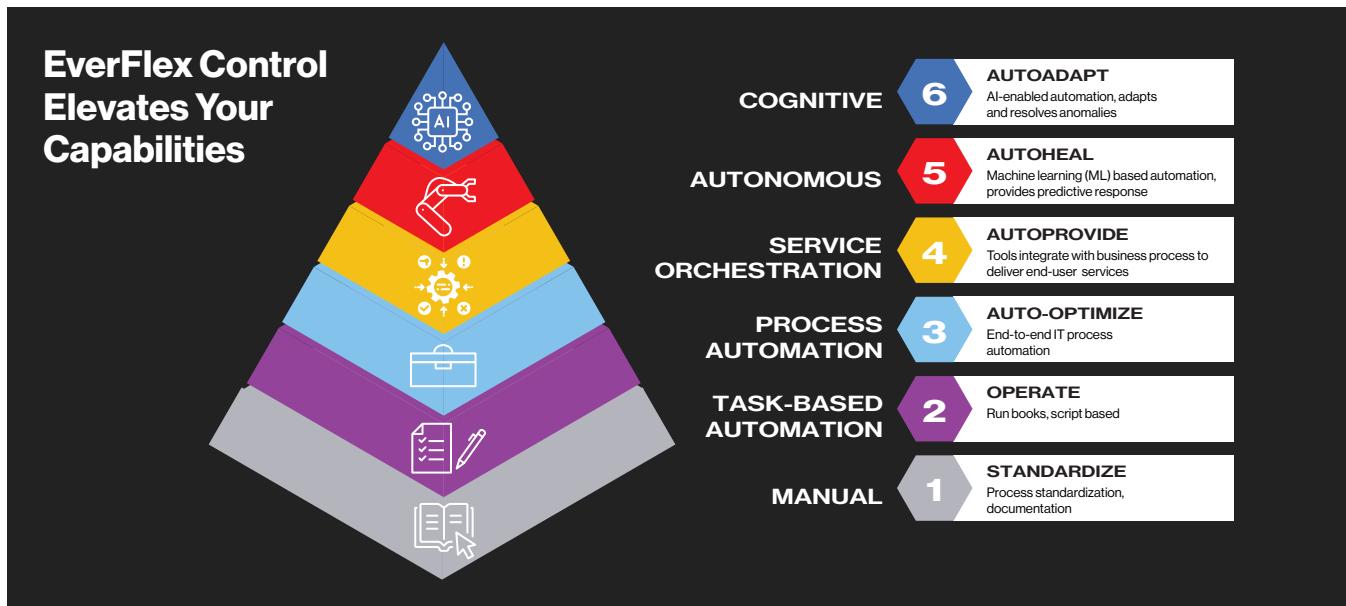
- **Software-as-a-service (SaaS) based solution.** EverFlex Control is a modern, multitenant, massively scalable and secure SaaS solution.
- **Big data.** EverFlex Control breaks down data silos and aggregates data from across the IT enterprise, to create a 360-degree view. It reins in all the data you need to run your hybrid IT operations, including hundreds of native integrations for on-premises and cloud workloads, and dozens of third-party integrations.
- **Machine learning (ML) or AI.** EverFlex Control deploys advanced AI to make sense of the data and become more predictive. The solution gains insights from this data through ML.
- **Process automation.** And the final piece of EverFlex Control is process automation. The solution deploys advance automation toolchains for end-to-end automation of complex processes.

“The right skills, tools, and experience are needed to ensure hyperautomation is as dynamic and agile as your IT environment.”

Improve Operations With Automation

Automation maturity differs for each organization as well as each department within an organization. You may start with completely manual processes, or with some basic automation already in place. Your road map may prioritize a uniform progression or prioritize accelerating a particular

business function all the way up the automation maturity stack. Connecting your journey to your business goals is critical to your organization's success. Either way, hyperautomation accelerates your progress up the automation maturity stack without skipping steps or being disruptive to your organization.



EverFlex Control Is Hyperautomation

EverFlex Control optimizes business performance and IT operations. The solution provides continuous insights, intelligence and automation across the IT enterprise. And when combined with Hitachi Automation Suite solutions your hyperautomation solution will enhance your traditional IT service management (ITSM) and IT operations management (ITOM). Together, they apply advanced hyperautomation toolchains, such ML and AI, iBPM software, integration with platform as a service (iPaaS), and IT process automation, to create service-based infrastructure delivery and autonomous operations.

We streamline and automate to drive efficiency and governance standards throughout your operations. With

Hitachi powering your move toward hyperautomation, you will transform your IT operations practices and rev up your competitive advantage.

Click here to learn more about how Hitachi infrastructure Orchestration as a Service and other managed services from Hitachi Vantara will accelerate your business, reduce your operational costs, and speed your IT transformation.

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