

Service Centric Automation

The increasing variety and velocity of response demanded from IT is driving increased demand for skills, increased reliability and increased velocity of operations. Recently, we have seen many organisations make a rush for service desk centric solutions to marshal and manage requests, issues and events; the ITIL model solutions this around the service desk to establish a source of authority for information and best practice.

Ironically, this culture of 'ticketing' everything has slowed velocity, and driven skilled individuals to low value tasks. It limits the availability of skilled staff to manage and implement change and business improvements.

SOLUTION:





Cortex solves this problem by transforming this service desk centric environment into a service centric environment. By capturing the knowledge of the service managers, helpdesk specialists and domain experts, Cortex intelligently orchestrates monitoring, maintenance and management. Cortex does this whilst interacting with the service managers, users, and specialists directly, to retain ownership and control.

This removes the service desk ticket process as the bottle-neck, whilst preserving the source of authority. Creating self-healing and self-managing services, and providing self-service directly to the customer.

GET STARTED:

Cortex supports progressive deployment strategy which enables service managers to automate their operational areas on an integrated platform where situational awareness drives automated decision making.

BENEFITS:

-  Increase customer response velocity
-  Rapid results - time to value in weeks
-  Increase reliability with self-healing services
-  Eliminate low value service desk tickets
-  Easy to use - designed for domain experts
-  Open integration - extensible framework

START YOUR INTELLIGENT AUTOMATION JOURNEY TODAY

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