



RES Automation Manager 2011



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Information Technology (IT) management has become a critical part of today's enterprises. But as IT's responsibilities have grown, so has their list of time consuming, reoccurring tasks that take up too many valuable resources. The time wasted on manual tasks and activities actually hinders many IT departments from adding value to their business through strategic projects .

RES Software sees IT as a facilitator of an organization's overall success and an enabler for each individual user. RES Automation Manager allows IT to focus on helping organizations become as efficient as possible.

RES Automation Manager is divided in three modules:



Task Automation

The changes and tasks that are required on a daily basis to keep desktops and servers in optimal shape are time consuming. By automating these tasks, you improve IT productivity and reduce delivery time. RES Automation Manager makes task automation truly simple because the most common actions you need are already predefined as tasks that you can deploy automatically.

RES Automation Manager provides many predefined tasks that eliminate complex scripts. These tasks can be scheduled in many ways on one computer (agent) or multiple computers (teams), with just a few clicks. All jobs and administrator activities are automatically gathered and saved in the central data store.

Resource Provisioning

You can link together multiple, pre-defined tasks to develop run books that provision resources within your organization, including:

- user account creation
- mailbox creation
- software distribution

Because provisioning tasks are rarely performed on a single computer, run books allow IT professionals to schedule jobs or modules on different computers. For example, a single run book can create a user account on an Active Directory domain controller followed by the creation of a mailbox on the mail server.

Service Orchestration

Service orchestration provides users an IT service catalog for self-servicing or automatic delivery based upon business rules. Delivery can include workflow actions, such as approvals or requests for additional information. Service Orchestration for Automation Manager increases IT efficiency, decreases time to delivery, and puts the business back in control.

Self-Servicing

A user can request an application from a catalog on their desktop, and after electronic approval from their manager, the application is delivered to their desktop through the Resource Provisioning Module.

Automatic Delivery

Once a user becomes a member of a department, the associated IT services will automatically be delivered to the them, without help desk interference.



The Case for Automation Management

Automating IT management processes is key to driving down costs and complexity. As IT departments become more measurable and accountable for delivering IT services, and are often tasked with doing more with less, more rigorous and sophisticated approaches are required.

Gartner states that on average 40% of unplanned, mission-critical application downtime is caused by application failures. Another 40% are caused by operator errors, and about 20% by hardware, including server and network, operating systems, environmental factors, and natural or manmade disasters.

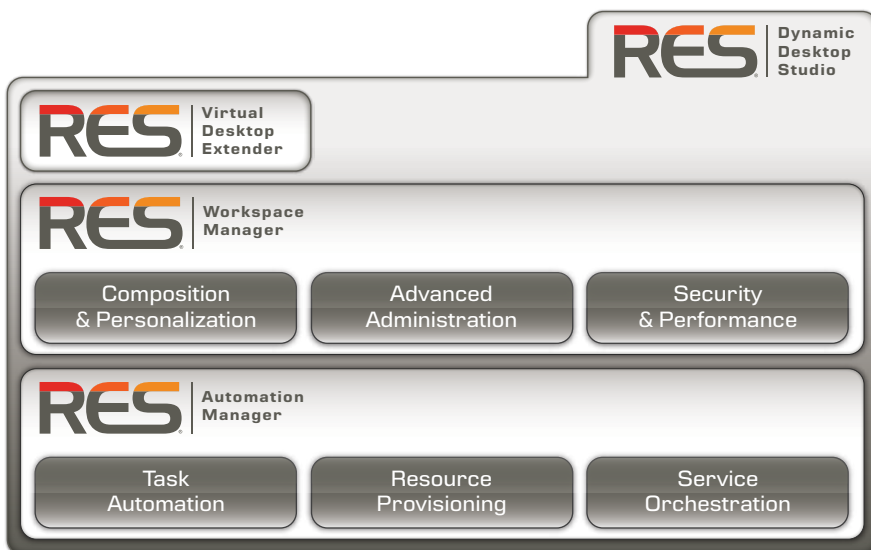
RES Automation Manager can help businesses address the large percentage of unplanned downtime instances caused by human error.

	FEATURE:	DESCRIPTION:	BENEFIT:
TASK AUTOMATION	Predefined Tasks	Select from 100 + easy-to-use tasks available to deal with configuration, security and system states.	<ul style="list-style-type: none"> • Configure common IT tasks out-of-the-box, without complex scripts
	Team Scheduling	Group multiple computers (agents) into teams to schedule jobs on multiple computers at once.	<ul style="list-style-type: none"> • Target large amount of computers with a single click
	Building Blocks	Import and export the configuration of RES Automation Manager.	<ul style="list-style-type: none"> • Be able to easily transfer configurations from one environment to another • Ideal for testing acceptance and production of environments
	Audit Trail and Job History	Automatically gather and save tasks and administrator activities in a central data store.	<ul style="list-style-type: none"> • Meet compliancy requirements • Assist in troubleshooting
	Delegation of Control	Provide delegation of control on a very detailed level inside the console.	<ul style="list-style-type: none"> • Address different job responsibilities within RES Automation Manager
RESOURCE PROVISIONING	Runbooks	Chain together jobs to be executed in a specific order, even across different agents.	<ul style="list-style-type: none"> • Combine different types of tasks into a single recipe for easy scheduling
	User Provisioning	Automatically create and manage a user account, user mailbox, user home drive, and set the correct permissions.	<ul style="list-style-type: none"> • Support the enrollment of new users
	Computer Provisioning	Automatically install software and patches and take care of the computer's configuration.	<ul style="list-style-type: none"> • Simplify the rollout of new computers
	Advanced Job Scheduling	Schedule tasks in many ways, based on timing, reboot event or freshly deployed machines.	<ul style="list-style-type: none"> • Control the moment of task execution on multiple computers
	Workspace Manager Integration	Enable Workspace Composer to invoke jobs, ranging from application installation to configuring computers.	<ul style="list-style-type: none"> • Leverage Workspace Manager to control the user's workspace
SERVICE ORCHESTRATION	Orchestration	Use business rules to control access to and delivery of IT services. Qualification determines if and when people are eligible for an IT service.	<ul style="list-style-type: none"> • Enable the users to request services without time consuming processes • Steer IT based on business rules
	Workflow Actions	Accommodate delivery with actions such as approvals, information requests and notifications.	<ul style="list-style-type: none"> • Eliminate lengthy approval processes • Ensure that the right processes are followed
	Integration	Integrate with external data sources, email systems and RES Workspace Manager.	<ul style="list-style-type: none"> • Integration with third-party systems enables truly dynamic IT • Available integration with the HR systems to serve as the source of all data

RES Automation Manager is part of RES Dynamic Desktop Studio. RES Dynamic Desktop Studio helps you analyze, simplify, automate and manage every user's experience through one console. You'll create an IT environment that supports change because a user's workspace is isolated from the hardware and underlying operating systems.

RES Dynamic Desktop Studio also includes RES Workspace Manager and RES Virtual Desktop Extender products. By combining these products, IT departments can:

- Make delivering IT as a service a reality
- Enable future infrastructure changes more easily
- Reduce Costs
- Enhance security and compliance
- Move Towards a Strategic Philosophy



10 Reasons to Make Your Desktops Dynamic.

1. Prepare your infrastructures for future changes.
2. Reduce desktop total cost of ownership.
3. Simplify migrations to new operating systems.
4. Drive security from the user level.
5. Enforce business rules.
6. Give your users access to the right information they need at the right time.
7. Realign IT resources to focus on more strategic projects.
8. Grant users access to local and virtual applications within the same session.
9. Work within a single management console, even in mixed environments.
10. Deliver IT as a service to users.



About RES Software

RES Software, the proven leader in dynamic desktop solutions, is driving a transformation in the way organizations manage, maintain and reduce the cost of their desktop infrastructure. The RES Software award-winning, patented products enable IT professionals to manage and deliver secure, personalized and compliant desktops independent of the underlying computing infrastructure – thin clients, virtual desktops, physical desktops, or server-based computing environments. The company empowers customers, from small to medium-sized businesses to global enterprises, to reduce desktop complexity and meet the essential needs of a dynamic workforce that requires on-demand access to their personalized workspaces. For more information, follow updates on Twitter @ressoftware and visit www.ressoftware.com.

