

# CA Automic Service Orchestration

Continuous Service from CA Technologies

## At A Glance

CA Automic Service Orchestration guarantees your customers—both internal and external—are provided with services that are efficient and reliable. It gives you the flexibility and scalability you need, easily integrating with existing ITSM tools and extending their power by enabling action to be taken automatically.

### KEY BENEFITS

- Workflow management with complex workflows, integrated child workflows and an object-oriented concept
- Extensive integration with ITSM and provisioning solutions
- Huge scalability (100,000+ connected servers and millions of executed tasks) within one instance
- Infrastructure automation, including application release and deployment automation within the same platform
- IT workflow rollback and restart capabilities for each task
- Scheduling and calendar handling with each service execution

## Business Challenges

Most companies are looking to ITaaS and private cloud initiatives to deliver applications and IT services to their customers quicker and more efficiently. Competitive pressures and the accelerating pace of business no longer allow for time-consuming, siloed, manual processes. Increasingly, IT users expect the same levels of service in their business lives as they receive in their personal lives. They expect to be able to go online, request a new application or service, and receive it in a matter of minutes or hours, not days or weeks. When IT fails to deliver, businesses look for alternatives that give them what they need. But transforming existing data centers to enable ITaaS and private cloud initiatives is not an easy task.

## Solution Overview

CA Automic Service Orchestration enables users to request complex service offerings—such as multi-tier server deployments, Hadoop cluster and data pipelines, Oracle RAC database servers, Oracle WebLogic domains, disaster recovery, employee onboarding, closed loop remediation and SAP system copies—from existing ITSM suites such as ServiceNow or from the inbuilt self-service portal. Delivery of these service offerings is fully orchestrated with the provisioning, updating and de-provisioning of service components across business, application and infrastructure layers, whether on-premises, hybrid, or in the cloud. Unlike alternatives, which are best suited to greenfield data centers, CA Automic Service Orchestration enables you to quickly evolve existing data centers to private clouds by integrating your existing investments in IT tools rather than requiring a rip and replace.

CA Automic Service Orchestration combines a uniquely scalable orchestration engine—a broad set of ITSM/IT tools and public cloud integrations—to deliver service offerings using parameter driven workflows and a high-volume execution capability. The capabilities of these tools include:

## Critical Differentiators

- **The only modular platform** that orchestrates the delivery of services across business, application, and infrastructure layers, whether on-premises, hybrid or cloud
  - **Out-of-the-box integrations** with ServiceNow, BMC Remedy, HP Service Manager and CA Service Desk ITSM suites
  - **Leverage existing investments** in IT automation tools such as Puppet, Chef and VMware with no need to rip and replace
  - **Integrations** with open source and public cloud solutions from vendors such as OpenStack, Amazon Web Services, Microsoft Azure and VMware allow you to orchestrate delivery of hybrid cloud services
  - **One platform** to run, build and transform your business
- Fully orchestrated service delivery across all departments at the push of a button
  - Single point of control for full-stack service delivery
  - Rapid, reliable service delivery on premises, in the cloud or in hybrid environments – without delays or errors caused by manual tasks and handoffs
  - Assurance of process and configuration compliance
  - Provision, update, change and patch with one solution
  - Recover resources to manage expenses by de-provisioning services not in use
  - Integration with open source and public cloud solutions

## Related Products

**CA Automic Workload Automation.** Deliver the fully automated enterprise with intelligent business automation.

**CA Continuous Delivery Automation.** Drive agility and speed to digital business apps and core commercial applications.

**CA Automic Service Orchestration.** Deliver the IT services your users, applications and infrastructure need, when they need it.

For more information, please visit [ca.com](https://ca.com)

CA Technologies (NASDAQ: CA) creates software that fuels transformation for companies and enables them to seize the opportunities of the application economy. Software is at the heart of every business, in every industry. From planning to development to management and security, CA is working with companies worldwide to change the way we live, transact and communicate—across mobile, private and public cloud, distributed and mainframe environments. Learn more at [ca.com](https://ca.com).