Overview

Automic® Service Orchestration guarantees that your customers, both internal and external, are provided with services that are efficient and reliable. Because Automic Service Orchestration easily integrates with existing ITSM tools and extends their power by enabling action to be taken automatically, it gives you the flexibility and scalability that you need.

Business Challenges

Most companies are looking to IT as a service (ITaaS) and private cloud initiatives to deliver applications and IT services to their customers more quickly 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, to request a new application or service, and to 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.

Solutions Overview

Automic Service Orchestration enables users to request complex service offerings from existing ITSM suites such as ServiceNow or from the inbuilt self-service portal. These offerings include: 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. Automic Service Orchestration fully orchestrates the delivery of these service with the provisioning, updating, and de-provisioning of service components across business, application and infrastructure layers, whether on-premises, hybrid, or in the cloud. Automic Service Orchestration is unlike some alternatives, which are best suited to greenfield data centers and require you to rip and replace. You can integrate Automic Service Orchestration with your existing investments in IT tools and quickly evolve your existing data centers to private clouds.

Automic Service Orchestration combines a uniquely scalable orchestration engine. The engine encompasses a broad set of ITSM and IT tools and public cloud integrations that delivers service offerings using parameter-driven workflows and a high-volume execution capability.
Critical Differentiators

Automic Service Orchestration includes the following features.

- **One platform.** Run, build, and transform your business on a single platform. Automic Service Orchestrations provides the only modular platform that orchestrates the delivery of services across business, application, and infrastructure layers, whether on-premises, hybrid or cloud.

- **One solution.** Provision, update, change, and patch with a single solution.

- **One point of control.** Get full-stack service delivery with a single point of control.

- **Compatibility.** Leverage your existing investments in IT automation tools, such as Puppet, Chef and VMware, without the need to rip and replace.

- **Out-of-the-box integrations.** Get up and running quickly with out-of-the-box integrations with ServiceNow, BMC Remedy, HP Service Manager and Clarity SDM (Service Desk Manager).

- **Open-source and public cloud integrations.** Orchestrate delivery of hybrid cloud services with Automic Service Orchestrations’ integrations with open source and public cloud solutions from vendors such as OpenStack, Amazon Web Services, Microsoft Azure, and VMware.

- **Fully orchestrated service delivery.** Enable service delivery across all of your departments at the push of a button.

- **Rapid, reliable service delivery.** Get the service that you need, on premises, in the cloud, or in hybrid environments, without the delays or errors caused by manual tasks and handoffs.

- **Assurance of process and configuration compliance.**

- **Recovery of resources to manage expenses by de-provisioning services not in use.**

Related Products

Automic Service Orchestration is part of a complete solution from CA Technologies, A Broadcom Company, that includes the following related products.

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

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

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

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