

# TrueSight Orchestration

Eliminate manual work, remediate events, manage change, enforce governance and accelerate service delivery with IT process automation

## PRODUCT DESCRIPTION

TrueSight Orchestration is an IT process automation solution that allows IT to create workflows across applications, platforms, and tools to orchestrate critical activities such as event remediation, compliance, security and service desk automation across the organization.

## BUSINESS CHALLENGE

Delivering business services at today's pace is difficult enough for IT operations. Add in the complexity of multi-tier, hybrid application stacks, constantly changing industry regulations, and increased security threats, and it's easy to see how IT staff are overwhelmed by labor-intensive, day-to-day operations. **The burden of repetitive, manual tasks affects productivity**—and innovation—of IT staff and business users alike.

## BMC SOLUTION

TrueSight Orchestration lets IT staff look at the big picture and automate tasks via workflows that span multiple applications, systems, or infrastructure with fewer resources and higher-quality, predictable outcomes.

- **Event Automation** resolves recurring events that have standard remediation processes taking IT from incident response to proactive problem management.
- **Closed-Loop Change and Configuration** automates process compliance while reducing labor costs and errors. Ensure speed and compliance in your change and configuration practice - bolstering security and reducing labor costs and errors.
- **Service Desk Automation** frees IT from high-volume, routine, repeatable tasks. Automate new hire on-boarding, password resets and service provisioning or commissioning.
- **Ebonding** enables IT to quickly and easily integrate multiple ticketing solutions across internal and partner systems. Facilitate data sharing about service requests or incidents to provide faster, higher quality service.

TrueSight Orchestration decreases errors or downtime caused by manual efforts or hand-written scripts that attempt to tie non-integrated systems together. The result: **greater stability and less change impact**, system-wide.

## KEY FEATURES

TrueSight Orchestration increases productivity for IT and the business.

- **Visual** – visualize end-to-end business process automation
- **Fast** – let orchestration do the work and free up resources for more important tasks
- **Flexible** – have the freedom to make change in your environment without rewriting your workflows
- **Automatic** – eliminate work and reduce the need for human intervention
- **Collaborative** - use GitHub and the BMC Community for collaborative development

## KEY BENEFITS

- **Lower the cost** of server, network, and database audits by 25%
- **Reduce the risk** of change and increase stability and availability
- **Speed remediation** and shorten windows of vulnerability
- **Reduce MTTR** for most common service problems by 35%
- **Reduce service desk ticket volume** by 30%
- **Cut manual work** by 90%
- **Empower business users** with self-service

## PRODUCT DETAILS

**Workflow design studio:** Create workflows that replace human interactions or enable system-to-system business processes using an intuitive designer with versioning.

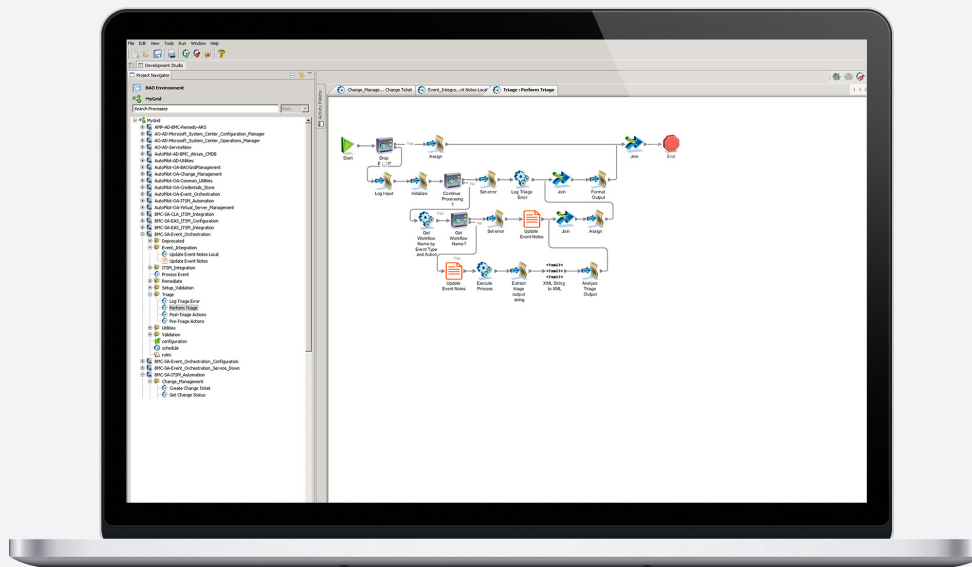
**IT process automation platform:** Peer-to-peer grid architecture based on open standards provides the scalability, resiliency, and security required by even the largest data centers. Process monitoring provides dashboards and reporting of the cross-domain automation effectiveness in your IT environment.


**Integration framework:** Leverage your existing infrastructure with over 50 out-of-the-box application adapters.

**Pre-built content:** Get started quickly with over 5500 out-of-the-box operational modules and run books, such as continuous compliance for networks, servers, and databases.

## FOR MORE INFORMATION

To learn more about BMC Atrium Orchestrator, please visit [bmc.com/it-solutions/truesight-orchestration](http://bmc.com/it-solutions/truesight-orchestration)



 Leverage the out-of-the-box adapters and content for leading IT operations and service management solutions.

BMC is a global leader in innovative software solutions that enable businesses to transform into digital enterprises for the ultimate competitive advantage. Our Digital Enterprise Management solutions are designed to fast track digital business from mainframe to mobile to cloud and beyond.



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