Integrated IT automation

The pathway to a thriving organization

Table of Contents

Executive summary

In the post-pandemic landscape, businesses have realized the importance of being agile, adaptable, and future-equipped. Exploring the potential of their IT infrastructure and devising the right strategy can be instrumental for enterprises to optimize costs, enhance efficiency and maximize profits.

Enterprises are keen to automate their processes in the race to reach and sustain at the top. However, simply driving automation initiatives without linking disparate technologies may not yield the desired results. This is where the role of integrated IT automation seeps in. This white paper focuses on the approach that enables enterprises to reap true value from automation with platform-based unification of automation tools, providing cross-domain insights across the enterprise landscape.

Enterprise decision-makers have expressed their inclination towards hyper-automation to collate automation technologies and fuel effective digital transformation. It is one of the most in-demand trends that leverage AI, ML, and RPA to expand the scope of automation across the enterprise IT landscape, eventually enabling augmented operations, outcomes, and sustainable business growth.

Awareness regarding the benefits of hyper-automation or extreme automation has resulted in higher organizational investments and shifts in the priorities of CIOs. Post-adoption, enterprises have witnessed streamlined workflows, improved team collaboration, scalability to keep up with shifting trends, and greater accuracy, culminating in superior delivery quality.

However, implementing hyper-automation across all the organizational layers comes with its own challenges. Emerging as the resolver in this regard, Hexaware's extreme automation platform, Tensai™ leapfrogs enterprises into the era of hyper-automation by realizing Hexaware's core philosophy to AUTOMATE EVERYTHING®. Tensai™ automates enterprise build and run IT operations to prepare the base for a robust NoOps experience by minimizing manual intervention. In addition to the features, differentiators, and benefits of Tensai™, this paper covers its potential to provide multi-experience while bolstering the dimensions of enterprise Agility, Efficiency, and Experience.

1. The Need for Integrated IT Automation: Decoding its Importance

The pandemic has evidently proven that businesses need to be prepared for challenges. However, they can enhance adaptability and accelerate attaining a future-ready infrastructure with the right strategic approach. To achieve this state, it is crucial for IT systems across layers of the enterprise to communicate adequately.

In the age of digitalization, when every organization is making conscious efforts to gain an edge, the organizational IT landscape has the potential to develop a differentiating influence on the overall business profits, employee productivity, end-user experience, and brand equity. Automation of IT processes can help streamline processes, but for the edge organizations are looking for, integrating disparate automation technologies across the organizational layers or integrated automation is the dependable way ahead.

Organizations are keen on unifying their distinctly practical automation tools into a single automation approach to derive maximum benefits of automation in terms of manhour savings, increased reliability, higher accuracy, and enhanced organizational efficiency. This can be enabled through an integrated offering.

1.1 Age of Hyperautomation

In order to integrate disparate automation areas across an organization, businesses are using a disciplined approach called hyperautomation or extreme automation. It starts by identifying and automating maximum processes throughout the business and IT landscape. This extreme automation of processes is powered by emerging technologies like AI, RPA, and ML that harness the value of intelligent workflows and work in sync[1]. Digital transformation initiatives that power hyper-automation of multiple IT processes are highly considered by enterprise decision-makers. Hyper-automation has been included as one of Gartner's top technology trends for 2022. Equipping their ecosystems with the capabilities of advanced technologies are instrumental in supporting innovation and facilitating digitalization. Businesses are striving to hyper-automate to achieve meaningful outcomes such as gaining operational and delivery excellence, sustainable revenue growth, accelerated time-to-market, streamlining processes, and enhancing workflow efficiencies by automatically scheduling and monitoring tasks.

To adapt to the new normal, existing business components must be delivered by developing new applications. Embracing a thorough extreme automation approach, businesses can elevate their delivery standards while maintaining scalability and security. Hyperautomation is crucial in digitizing tasks and establishing correlation within systems that can improve visibility with real-time analytics of the processes, eventually helping enterprise leaders address business demands and resolve challenges.

Hyper-automation doesn't just save costs. It increases the quality of business outputs and the agility to respond to unexpected changes.
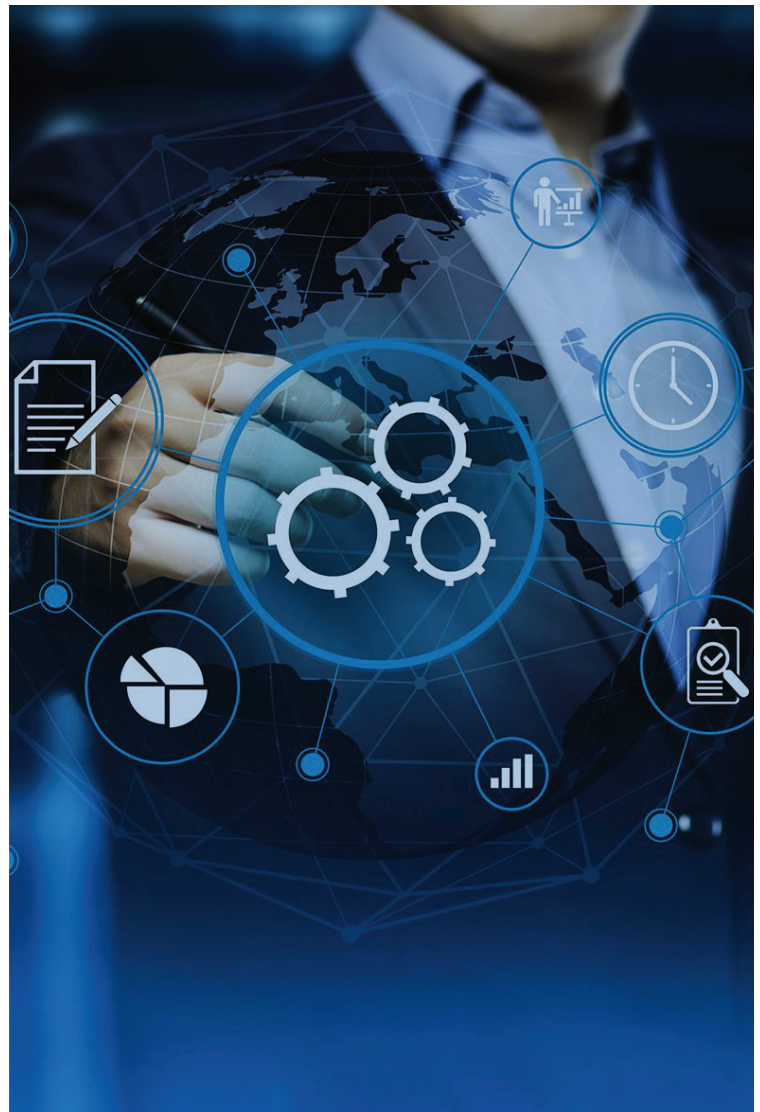
2. Transforming business through Hyperautomation

The enormous range of benefits that Hyperautomation induces into the enterprise ecosystem is widely recognized. It accounts for the exponential increase in demand. The shift in focal strategies of CIOs hints significantly towards increased investments for strengthening hyperautomation in organizations. There has been an increase in demand for transformation to digital business models, which has made hyperautomation a vital need for organizations[1].

Gartner predicts that by 2025 the global market for software that enables hyperautomation will reach nearly $860 billion, with a CAGR of 12.3%.
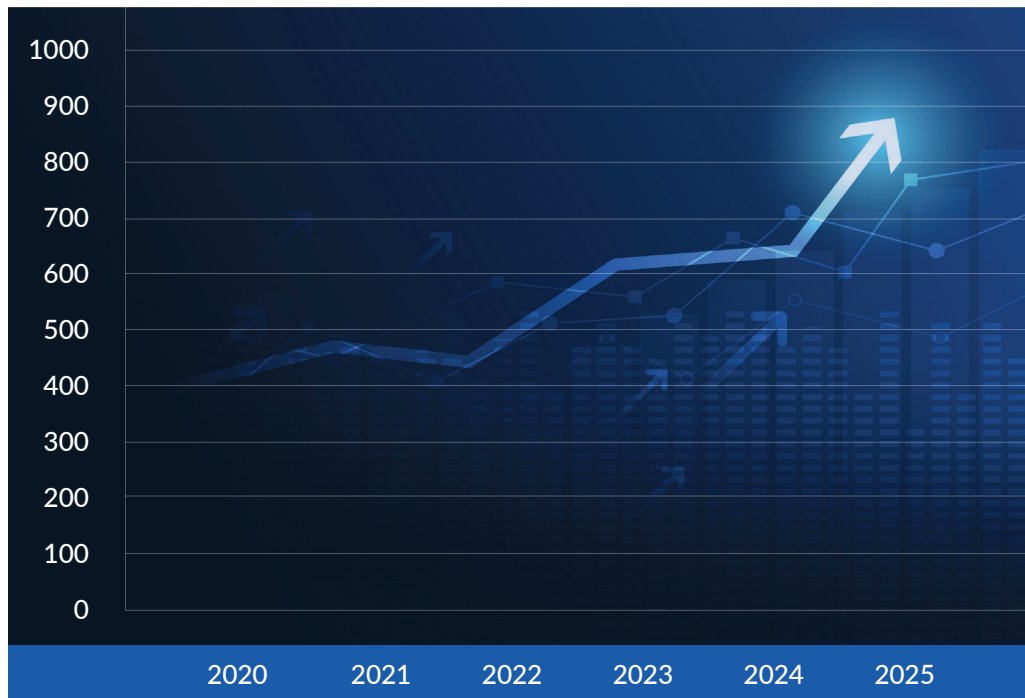
Growth in technologies enabling hyper-automation (US$ billions)

This demand for hyperautomation is driven by the realization that digital transformation is the only way of driving profitability and business success in the medium and long term.[2] The pandemic has also significantly contributed to solidifying the belief that hyperautomation is nothing less than necessary to ascertain sustainable growth even during uncertain times.

One of the primary benefits of extreme automation is the improved speed of business processes. By consolidating siloed processes and smoothing workflows, greater efficiency and processing speed are achieved. Business processes can operate continuously and not just within 'business hours.'

As hyperautomation enables combining various automation tools across an enterprise domain, team collaboration is enhanced, and tasks are segmented and aligned better. Human errors are reduced with automated processes maintaining the reliability and accuracy of completing redundant tasks as well as executing complex workflows. This leads to greater consistency achieved across the enterprise landscape.

As for constantly evolving business demands, extreme automation makes an enterprise IT architecture scalable, giving agility to the business. With minimal manual tasks to accomplish, the workforce gets the opportunity to optimize the quality of each deliverable, raising quality standards of cumulative outcomes.

As hyperautomation integrates varied automation technologies, secure, centralized storage allows convenient access to enterprise data and insights.

2.1 Hyperautomation Obstacles faced by Enterprises

There are, of course, many problems that can get in the way of efficient and integrated IT automation. While none are particularly surprising, certain instances can be hard to spot. Organizations often benefit from having an 'outside in' perspective provided by a third party.

Lack of skills and knowledge

Accounting giant BDO cites "lack of skills or insufficient training" as the number 1 implementation challenge for digital transformation initiatives.[3] This is especially true of IT professionals who may lack confidence in their ability to adapt to newer ways of working.

Legacy technology

Previous/existing significant investments and an "if it ain't broke, don't fix it" mentality tend to get in the way of investing in automation. Companies unable to see past the sunk cost fallacy will be less likely to understand automation's opportunities, thus less likely to thrive and prosper in the long term.

Poor leadership

Without solid leadership that appreciates the criticality of digital transformation, automation will languish. Poor goal setting, unclear reporting lines, and weak project management will almost inevitably cause any automation programs to fail. As Bob Zukis, the Digital Directors Network CEO, says: "Digital success starts at the top, and so does digital failure."

Business silos

Automation needs to happen across organizational boundaries, infrastructure, business units, and different business functions. When automation is confined to a particular part of an organization, its benefits cannot be realized in the overall business outcomes. They may even cause problems for other parts of the business.

Technical ambiguities

What technology should you focus on - AI, augmented reality, blockchain, or other exciting development? The answer is that it's a mistake to focus on individual technologies. They are just tools, and many of them will be superseded. Instead, concentrate on the underlying economic drivers affecting your business. Ask yourself which of these tools will most effectively mitigate or amplify these effects. Don't get distracted by the hype: analyze what the technology can achieve and how you can make that happen.

2.2 How to AUTOMATE EVERYTHING®

There is no single correct way to become an automated enterprise. However, suppose your organization considers the augmentation of efficiency and continuity in business-critical processes while elevating experiences. Implementing automation across all layers of the organizational landscape will help derive significantly favorable results.

Taking this objective ahead, Hexaware's strategy to AUTOMATE EVERYTHING® conducts a comprehensive top-down review that starts by defining the optimized customer experience that the organization desires. Processes are explored and identified to automate throughout the organization, including mission-critical and highly complex ones leveraging advanced technologies such as AI, ML, NLP, and so on. The primary driving force of this holistic approach to automation is the elimination of siloes while syncing all the enterprise functions to create a unified and more substantial impact on its solutions.

Automation is crucial for every organizational aspect, including customer experience, infrastructure controls, business process management, application testing, and data management. The activities that are automated will vary depending on the circumstances. Likewise, the tools and technologies used and the process you should follow in implementing automation change. Hexaware's Tensai™ platform provides a single pane approach in implementing end-to-end automation across the enterprise landscape with enhanced visibility and personalized insights.

3. Introducing Tensai™

Tensai™ is Hexaware's extreme automation platform, which has been crafted to catapult enterprises to the world of hyperautomation.

It is a comprehensive automation platform that transforms enterprise IT build and run processes with a hyperautomation approach. It is a financially sustainable solution that delivers optimized organizational agility, efficiency and experience with actionable business insights. It brings in advanced AI/ML capabilities to drive Hexaware's AUTOMATE EVERYTHING® philosophy. Automating enterprise build and run IT operations significantly reduces human dependence and helps steer towards a true NoOps experience.

Tensai™ acts as a unifier between the loosely-coupled set of automation technologies in an enterprise and aids transition into a single well-connected automation strategy. It facilitates innovation to meet evolving business requirements with a modular and adaptable portfolio while ensuring the quality, security and scalability of enterprise services. Enterprises can derive the maximum value of automation by identifying the apt processes. This platform follows a 'digital is default' approach allowing organizations to access their services across locations and devices. It enables democratized, self-service integration and composition through diverse personas in an enterprise.
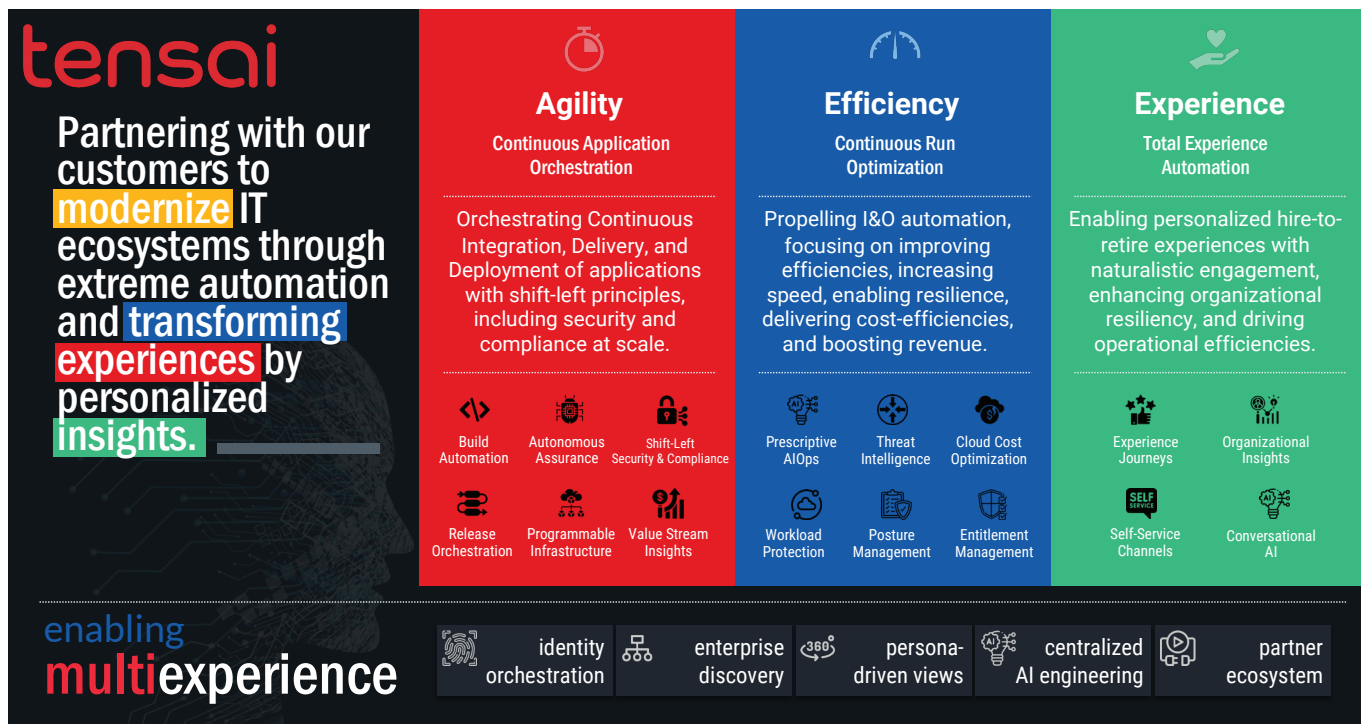
The three pillars of Hexaware's Tensai automation platform: agility, efficiency, and experience

Agility – Continuous Application Orchestration

The Agility offering is geared towards gaining faster time-to-market aligned with rapid change requirements. It focuses on orchestrating Continuous Integration, Delivery, and Deployment of applications with shift-left principles, including security and compliance at scale. With a cloud and environment agnostic build automation solution, high accuracy ML and NLP-based autonomous assurance, a release orchestration solution that enables ML-based automated deployments, verifications and workflows, Tensai™ allows prioritizing workloads, enhancing productivity and business outcomes with Value Stream insights.

Efficiency – Continuous Run Optimization

Tensai's second dimension drives enterprises to achieve enhanced reliability that enables continuous cost optimization. Observability, Correlation, Anomaly Detection, Orchestration, Self-healing forms aclosed-loop framework at the core of Tensai™ 's Efficiency offering. Prescriptive AIOps across IT Infrastructure Management, Application Performance Monitoring, Digital Experience Monitoring, and SIEM enables seamless operations for any enterprise. Endpoint Threat Intelligence solutions for Ransomware Protection, Endpoint Detection & Response, Threat Hunting, and similar challenges provide a safe and secure environment. Cloud Optimization is used to manage Hybrid Clouds and increase visibility on Cloud Cost insights. Tensai™ also provides Cloud-Native Security solutions for Workload Protection, Posture Management, and Entitlement Management. These solutions are intricately knit using Intelligent Service Management powered by AI-enabled classification, intelligent workflows, and automated resolution.

Experience – Total Experience Automation

Human-centric experience lies at the core of the holistic platform. Tensai™ becomes the perfect enabler with comprehensive experience automation that manages the user lifecycle. It structures democratized human-centric experience across the organization. The Experience offering enables personalized hire-to-retire experiences with naturalistic engagement and customized journeys powered by Conversational AI, enhancing resiliency with organizational insights and driving operational efficiencies with Self-Service Channels.

3.1 Multi-experience: Integrated automation at the platform level

Tensai's AUTOMATE EVERYTHING® philosophy aims to create an integrated experience for end-users that provides a high-quality experience at all levels and stages.

Automation can deliver an enhanced experience to employees, including IT professionals, marketing and product development teams, customer service agents, operations and logistics teams, and finance. The features include:

1 Identity Orchestration

Tensai™'s Identity Orchestration component simplifies the management of access authorization for organizational platforms and its related products with a single sign-on resulting in improved experiences, agile processes and greater efficiency. In the case of federated organizations, through Identity Orchestration, Tensai™ creates a unified and seamless experience wherein, regardless of the technology or domain, users can access multiple systems, applications, networks and programs of the federated group members with a single set of credentials.

2 Enterprise Discovery

Tensai™ enables single-platform visibility into IaaS, PaaS, and FaaS with agent/agentless-based discovery. Gain improved visibility into your business-critical services with automated infrastructure discovery and service mapping. A robust framework that facilitates service and infrastructure visibility includes a single dashboard for a comprehensive view of services and IT infrastructure, a single system of record to correlate enterprise services and processes and automated service mapping to update service maps in near real-time. The discovery of your end-to-end IT infrastructure and automated mapping to digital services creates a complete, accurate, and updated record in the Configuration Management Database (CMDB). This enables resolving service issues faster, improving service quality, reducing risk, strengthening business continuity, and lowering service delivery costs.

3 Persona-driven 360° views

Eliminate the hassles of combing through multiple reports to attain the right information at the right time. Tensai™ brings in persona-driven 360° dashboards that turn data into valuable and actionable insights, which can be instrumental in resolving business challenges. These dashboards provide a simplified and consolidated view of all the relevant organizational information across the build and run IT operations landscape, enabling meaningful monitoring that leads to improved business processes.

4 AI Engineering

One of the prominent features of Tensai™ is centralized AI engineering. AI engineering aids in efficient lifecycle management and governance of operationalized AI and decision models – from retuning and interpreting to rebuilding them. It is crucial to create a seamless chain of development, operationalization and maintenance of AI models eventually deriving the full value. Leverage the potential of AI engineering to combine varied AI techniques and improve your business's learning efficiency with a broader level of representation while strengthening your challenge resolution capabilities. Tensai™ enables developing a single repository of data from varied products and through AI engineering, gaining cross-domain insights.

5 Partner-agnostic Ecosystem

Tensai™ provides a plug-and-play architecture to enable easy use of diverse tools for each solution area, unconstrained by any specific platform or technology. This allows a network of cross-industry partners to work together and create tailored solutions for businesses. Tensai™ provides personalized solutions to its customers by leveraging new and the customer's existing tools. It brings in partner ecosystem adapters to add value to the enterprise workflows and enhance the overall Infrastructure and Operations (I&O) capabilities.

4. Conclusion

Extreme automation is essential for optimal organizational efficiency. Time is precious, but there is always an opportunity to automate some tasks to focus on activities requiring human intervention. It is these activities that deliver the most value to businesses. Organizations that aim to maximize productivity will therefore take an approach of automating as much as possible, from software development to testing and implementation to final retirement.

Automation also increases the agility of the organization. It free up humans to focus on more creative activities, but it also lowers the risk of innovation by acting as a safety net so that when innovations go wrong, alerts can be issued, and automatic remediation can take place.

As the organizational processes are more agile, data accessibility and management, incident prevention, identification, and resolution improve, driving the enterprise towards superior efficiency. With automation used to mitigate risks and threats while optimizing costs, enterprises can significantly focus on their core business line and improve their efficiency quotient.

Perhaps most importantly, automation enhances the employee experience. Customer engagement and employee motivation are at the center of business success. Automation means that businesses can better serve their stakeholders, bringing satisfaction to employees and delight to customers.

Another direct impact of hyper-automation on an enterprise is an augmented bottom line. It has been of vital assistance in post-pandemic economic recovery for many industries. Automation of tasks aids in reducing operational costs by leveraging digital technologies.

Automation can optimize the efficiency and performance of any business. It's time to AUTOMATE EVERYTHING®.

References:
[1] **Gartner: Top Strategic Technology Trends for 2022: Hyperautomation, 18 Oct 2021**
[2] **Gartner: Forecast Analysis: Hyper-automation Enablement Software, Worldwide, 22 March 2021**
[3] **https://www.bdo.com/insights/business-financial-advisory/strategy,-technology-transformation/digital-transformation-survey/section-4-digital-transformation-risks-challeng**

About Hexaware

Hexaware is a global IT services company empowering businesses worldwide to realize digital transformation at scale and speed. Our three-pronged strategy of Automate Everything®, Cloudify Everything® and Transform Customer Experiences® endeavors to drive human-machine collaboration for solving complex business problems. We enable future-ready organizations and market leaders to create lasting business value by helping them offer touchless immersive customer experiences through full-cloud enablement, digital product engineering and extreme automation.

We serve customers in Banking, Financial Services, Capital Markets, Healthcare, Insurance, Manufacturing, Retail, Education, Telecom, Hi-Tech & Professional Services (Tax, Audit, Accounting and Legal), Travel, Transportation and Logistics. We deliver highly evolved services in Rapid Application prototyping, development and deployment; Build, Migrate and Run Cloud solutions; Automation-based Application support; Enterprise Solutions for digitizing the back-office; Customer Experience Transformation; Business Intelligence & Analytics; Digital Assurance (Testing); Infrastructure Management Services; and Business Process Services.

We believe technology is a magical thing, and our purpose is to create smiles through great people and technology. Headquartered in New Jersey for North America, London for Europe and Singapore for the Asia Pacific, Hexaware services customers in over two dozen languages from every major time and regulatory zone.

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