RES

RES ONE™ AUTOMATION
Flexible automation for today's hybrid environments

Many IT organizations today find themselves responsible for managing complex hybrid environments with a limited set of resources. There is also a growing list of demands and requirements that they must meet such as supporting the mobile worker, maintaining a secure digital workspace, provisioning new cloud-based resources, and complying with internal governance policies and government regulations.

Demands for IT services have outpaced the resources to deliver on them, resulting in frustrated and unproductive workers and stretched IT teams. Routine labor-intensive tasks consume IT and service desk resources and limit its ability to move ahead with higher-impact strategic projects. Manual processes and scripts have the potential to be inconsistently implemented and prone to errors which hinders IT from being productive and enforcing policies. So, without a way to simplify the management of their complex hybrid environment, organizations are not getting the ROI out of their technology investments and they are opening their organization up to a great amount of risk.

Organizations need a solution that:

- **Empowers IT** to automate routine and manual tasks
- **Accelerates ROI** from existing technology investments through integration
- **Quickly gives people access** to the digital resources they need to do their jobs
- **Enforces essential security** and compliance policies through automation
- **Expedites the transition** of on-premises or virtual workloads to the cloud
- **Shifts IT spending** from routine tasks to more strategic projects
- **Optimizes the service desk** to reduce or eliminate ticket resolution times
- **Aligns** with and provides agility to support dev-ops initiatives

THE SOLUTION: RES ONE AUTOMATION

RES ONE Automation streamlines the management of complex hybrid environments by automating infrastructure, cloud and workspace processes required to support and deliver IT services to the business. Transform once manual and laborious tasks into automated workflows that are all maintained in a single, easily navigated repository where they can readily be found by anyone who needs them, laying the foundation for IT as a Service and freeing up resources to focus on strategic projects. Automating IT tasks helps enforce essential security controls and compliance policies by removing the risk of error and creating a strong audit trail.

Key capabilities of RES ONE Automation include:

- **Task automation** — automate configuration, provisioning and upgrades with over 300 out-of-the-box tasks and queries to maintain on-premises and cloud infrastructure. Utilize existing PowerShell scripts to get started quickly and ensure they are repeatable and sharable. Run books support complex changes, where multiple systems are touched and when the sequence of changes is important.

- **Flexible administration** — simplify the management of complex hybrid environments with intuitive web-based administration. Delegation and advanced job scheduling enables you to control who can make changes and when they will be executed within the infrastructure. Every module and run book can be exported to building blocks for easy backup and transition to development, testing and production.

Uses for RES ONE Automation

Routine configuration, provisioning and upgrade tasks
Reduce the time IT staff has to spend managing servers, storage, networks, software, end-user devices, operating systems, peripherals, and other resources. You can control exactly when changes will be executed in your infrastructure through advanced job scheduling.

Auditable compliance
When tasks are performed manually using multiple tools or scripts, it's difficult to prove to auditors that they were ever done—or done right. RES ONE Automation addresses this common compliance issue by maintaining an accurate, centralized record of all executed tasks.

Advanced Change Control
View and control all current changes in all real-time. Improve better auditability, traceability and change control by being able to track versions and having the ability to revert back to previous changes.

Self service and LOB delegation
Because RES ONE Automation can execute defined process with simple commands, it can be used to create user self-service IT capabilities such as password reset and give LOB manager the ability to provision new network and share drives.

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- **Cloud-readiness** — take advantage of a shared automation environment that can be applied to conventional on-premises infrastructure, as well as public cloud services such as Amazon and Azure. Quickly define appropriate rules and policies for provisioning services and granting users permission to access cloud services.

- **Integration** — get more ROI out of existing investments by integrating with other data sources via the powerful API and utilizing add-ons that integrate with various third-party technologies including mobile device management, IT service management, virtualization and cloud provisioning, PC lifecycle management, and SaaS apps.

- **Governance** — reduce risk and ensure compliance through insight and visibility. Version control and trust security improves auditability, traceability and change control. To meet compliance initiatives, perform troubleshooting and improve infrastructure management, utilize the audit trails, historical reporting and configuration analysis.

A BETTER WAY

RES is the bridge between IT and the workforce, bringing greater agility for cloud projects and automation around how and when apps and services are delivered. The scalable architecture and automation fabric provides over 300 built-in tasks and a portfolio of connectors for seamless integration with existing technology investments. Resulting benefits will include:

- Greater strategic business value from IT
- Significantly faster responsiveness to business users' needs
- Better performance and uptime for critical applications and services
- Reduced security and compliance risks
- Improved business agility
- Less vulnerability to loss of key technical employees

RES ONE Automation enables IT to support even the largest and complex enterprise environments without generating excessive overhead. RES is so easy to use that customers begin automating day one. Contact RES today and find out more about what RES ONE Automation can do for you.

BEFORE
8 HOURS

AFTER
45 MINUTES

SERVER PROVISIONING TIME

With RES ONE Automation, routine tasks get completed more quickly and more reliably — freeing staff to handle more strategic projects and dramatically.

Not Just for IT

RES ONE Automation is such a powerful and flexible automation tool that it can be used for plenty of purposes besides IT. Do account managers have to touch multiple systems and key in redundant data to onboard a customer? Make it a single action with RES ONE Automation. Does it take hours for HR, IT and facilities management to fully revoke the privileges of a terminated employee? With RES ONE Automation, it can all be done instantly and comprehensively in an instant.

The Result: Greater operational efficiency across your company, faster completion of routine tasks, and greater certainty that processes will be completed that same way — and the right way — every time.

451 Research®
"RES Software gains momentum with IT Store, adds new features and capabilities."

"RES Software has been around for a long time and is well-proven."
David K. Johnson
Principal Analyst
FORRESTER

BEST OF vmworld 2015
EUROPE

THE STEVIES
THE AMERICAN BUSINESS AWARDS
2016

Best in Biz AWARDS 2016 international
WINNER

THE GOLDEN BRIDGE AWARDS
BEST
WORLDWIDE

NETWORK PRODUCTS GUIDE
IT World Awards
2016
BRONZE

GREAT PLACE TO WORK®
Best Workplaces 2016
Nederland

ABOUT RES

RES creates, automates and secures digital workspaces to improve the experience and productivity of the workforce while lowering IT costs. RES takes a people-centric approach to making technology access secure, even in complex multi-device/multi-location scenarios, across physical, virtual and cloud environments. RES boasts numerous patented technologies, fast time to value, and superior customer support for more than 2,500 companies around the world. For more information, visit www.res.com, contact your preferred RES partner, or follow updates on Twitter @ressoftware.

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