

# Simplify and accelerate IT service delivery with automation

Discover how automation can simplify and speed up the provisioning of critical infrastructure, network, and security services across complex environments.

*"As a project manager, I have come to really appreciate this tool. It helps me in my daily work, especially when troubleshooting, to identify issues and fix them quickly. It also helps me enormously to better understand the customer's needs and to focus on security"*

**Telekom Security helps IT teams operating complex, multi-vendor environments go from slow, manual service provisioning, to fast, secure, and automated delivery with its customizable Customer Order Portal, built on Red Hat® Ansible® Automation Platform.**

## Solving complexity in IT services delivery through automation

In today's digital landscape, IT teams are under pressure to deliver infrastructure, network, and security services faster and without adding complexity or cost.

Manually managing firewall rules, user access, virtual machines (VMs), and network services across multi-vendor environments and distributed sites can slow delivery, introduce errors, and lead to inconsistent security and compliance.

That's why organizations, from large enterprises to small businesses, are turning to automation to reduce complexity and improve the speed and quality of provisioning critical IT services.

## Gain centralized and automated control for critical IT services

Telekom Security's Customer Order Portal (COP) is a customizable, multi-service customer portal designed to simplify and streamline the delivery and management of essential IT services such as firewall rules, VMs, databases, IP address management (IPAM), and load balancing. Organizations can pick the services or modules needed to fit their requirements, which are available and supported 24/7.

The portal integrates with existing backend systems and automation services (such as Red Hat Ansible Automation Platform) to deliver end-to-end service provisioning. Key features include:

- Modular service catalog, with 24/7 access to pre-configured offerings.
- Automated compliance checked and audit-ready workflows.
- Dynamic implementation workflows that adapt to different customer requirements.
- End-user self service, with approval, validation, and risk assessment built-in.

Organizations seeking consistent, high quality IT service delivery powered by automation, can use the Customer Order Portal to:

- Utilize firewalls-as-a-service (FWaaS) capabilities to automate firewall rule deployment and lifecycle management.
- Self-service provisioning of VMs and databases.
- Enable employees to self-manage their identities and groups via integration with Active Directory (AD) or Lightweight Directory Access Protocol (LDAP) systems.
- Deploy load balancer-as-service (LBaaS) to standardize and streamline service delivery by automating the creation of load balancer VIPs.
- Access security compliance reporting and topology visualization.

Its centralized and automated ordering process reduces manual effort by up to 98% and increases transparency, accuracy, and security. For example, an organization managing 80 firewalls with 160 changes per month can cut the time spent on these tasks by approximately 90% using the portal's automation capabilities.

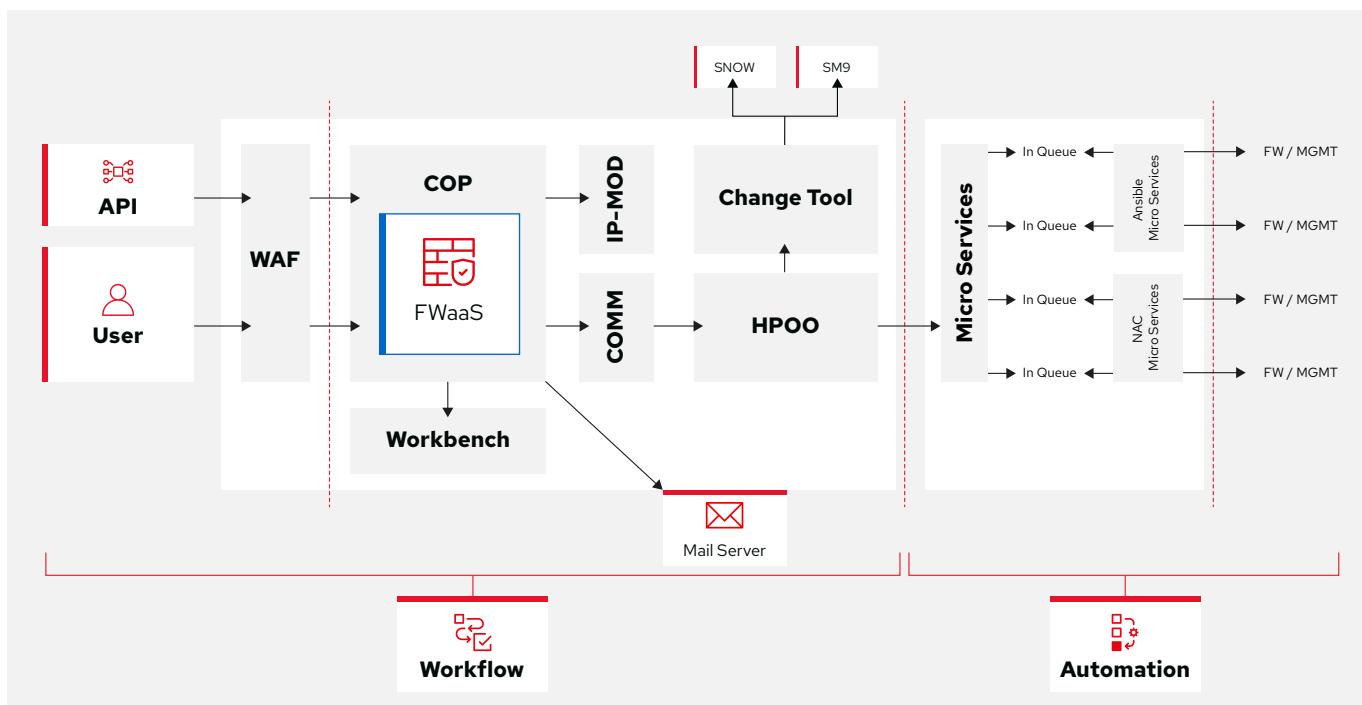


Figure 1: The architecture of Telekom Security's Customer Order Portal

## Smarter IT service provisioning with end-to-end visibility

With the Customer Order Portal's framework for automating the IT services ordering process, organizations can benefit from:

- Automation at scale, as manual tasks are drastically reduced across infrastructure and security domains.
- Faster time to value, as provisioning services like firewall rules, VMs, and databases take minutes not days.
- Built-in compliance that ensures alignment with security policies.
- Improved security posture due to standardized workflows with risk assessments and quality evaluations.
- Full visibility into topology, communication paths, and managed objects.

## Automate more. Manage less. Improve security.

With Telekom Security's Customer Order Portal, organizations can harness automation to simplify operations, boost security, and accelerate service delivery. Whether you're managing a global IT estate or a regional infrastructure, the Customer Order Portal provides a scalable, compliant, and customizable platform for provisioning critical IT services.

[Visit the website](#) to discover how it can help you increase your team's productivity and relieve your employees' workload.



### About Red Hat

Red Hat helps customers standardize across environments, develop cloud-native applications, and integrate, automate, secure, and manage complex environments with [award-winning](#) support, training, and consulting services.