Action everyday IT service tasks in a single click, with a DeployPartners Marshal solution

Simplify and streamline the provision of IT services

IT teams simply cannot cope with the mounting workload generated by everyday service tasks - and it's only going to get worse. Technical workers are often pulled in multiple directions, and it's not uncommon for senior staff to be 'bogged down' with routine maintenance tasks – like updating firewall policies - that could be delegated to less technical staff members. Most enterprises also now have a series of complex compliance and security requirements which need to be factored in when actioning tasks. This can slow progress, inhibiting overall innovation and scalability.

Many organisations are turning to business process automation as a solution to mounting IT service workloads. Gartner predicts that by 2025, 70% of organisations will implement structured automation to deliver flexibility and efficiency[2]. Yet many automation solutions are also highly task-based and overly technical, which means they are beyond the skillset of workers outside the IT team.

Simple and intuitive - even for non-technical users - a DeployPartners Marshal solution can help you overcome the challenge of unsustainable workloads. It consolidates a wide range of processes from across the organisation, provides insights via a user-friendly dashboard and empowers non-technical staff to action and resolve service-related tasks. The result: your IT teams are free to focus on more technical and high-value work.

Action even the most complex tasks in a single click

Built on the Red Hat Ansible Automation Platform, the DeployPartners Marshal solution is fully customised to support your organisation's processes, as well as your specific security and compliance requirements. Key components of the solution include:
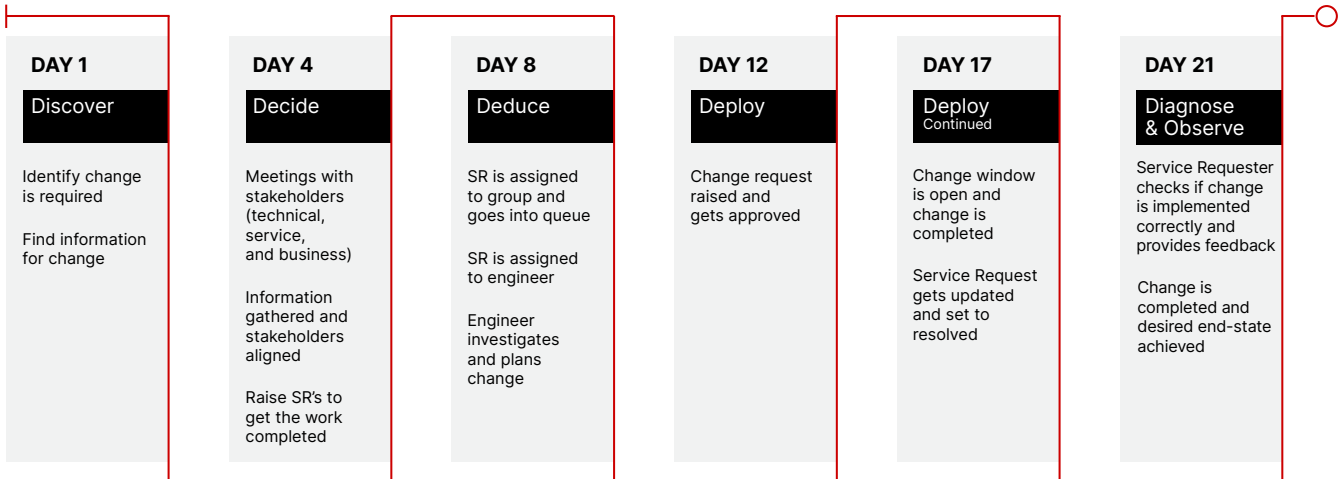
o **User-friendly dashboard** – provides context-sensitive information about the service being managed, such as current firewall rules, existing users, or current business rules.

o **Workflow engine** – before automations are run, ensures enterprise policies associated with approvals, change requests and service requests are applied.

o **Automation engine** – centralises all automation tasks and processes.

o **Secure, central storage** – contains all real-time metrics and log files, critical for compliance purposes.

o **Configuration repository** – all configurations are stored in a central repository which adheres with infrastructure-as-a-code principles.

> By 2025, 70% of organisations will implement structured automation to deliver flexibility and efficiency.
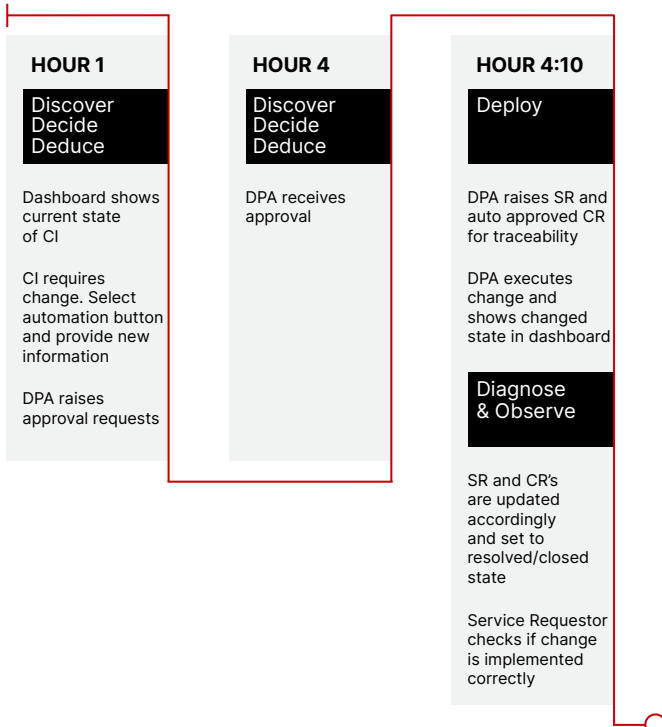> *Gartner[1]*

Current vs. Future State with DP Marshal

Sunny day scenario of making a generic change current

DAY 1

Discover

Identify change is required

Find information for change

DAY 4

Decide

Meetings with stakeholders (technical, service, and business)

Information gathered and stakeholders aligned

Raise SR's to get the work completed

DAY 8

Deduce

SR is assigned to group and goes into queue

SR is assigned to engineer

Engineer investigates and plans change

DAY 12

Deploy

Change request raised and gets approved

DAY 17

Deploy Continued

Change window is open and change is completed

Service Request gets updated and set to resolved

DAY 21

Diagnose & Observe

Service Requester checks if change is implemented correctly and provides feedback

Change is completed and desired end-state achieved

Sunny day scenario of making a generic change with DPA

HOUR 1

Discover Decide Deduce

Dashboard shows current state of CI

CI requires change. Select automation button and provide new information

DPA raises approval requests

HOUR 4

Discover Decide Deduce

DPA receives approval

HOUR 4:10

Deploy

DPA raises SR and auto approved CR for traceability

DPA executes change and shows changed state in dashboard

Diagnose & Observe

SR and CR's are updated accordingly and set to resolved/closed state

Service Requestor checks if change is implemented correctly

Why choose a DeployPartners Marshal solution?

- **Time savings** – reduce the time and cost of actioning IT service-related tasks by up to 95%.

- **Single-click automation** – any authorised person within the organisation can action tasks quickly and easily, while ensuring adherence with enterprise policies and auditing regulations.

- **At-a-glance insights** – get crucial information via a user-friendly, fully-customised dashboard. Service owners and operators can use this information to make decisions and action requests for running pre-defined automations.

- **Compliance and security** – all automations follow enterprise policies for security, trackability and configuration management.

- **Fully customised** – configured to suit your organisation's specific workflows and processes.

- **Simplify decision making** – provides real-time information on the current state of your systems and services, and offers alerts when items require action.
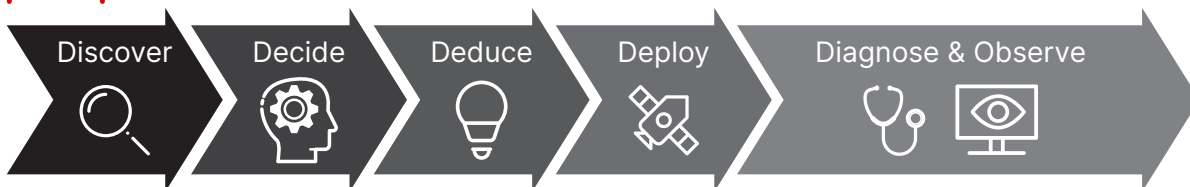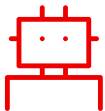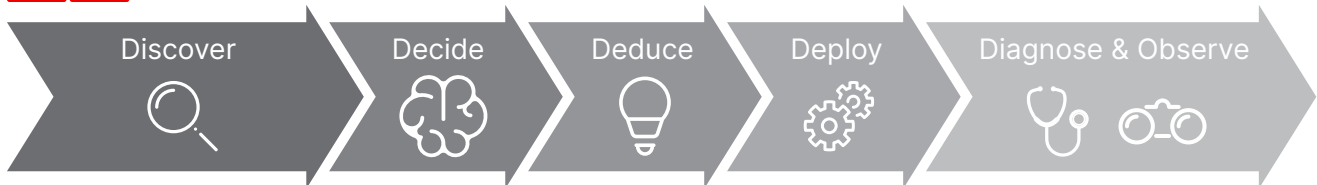
Shorten your Time to value with Automation

Discover	Decide	Deduce	Deploy	Diagnose & Observe

Discover	Decide	Deduce	Deploy	Diagnose & Observe

Ready to simplify and streamline your IT services with DeployPartners Marshal?

Take the next step towards increased efficiency, reduced workload, and improved compliance. **Contact DeployPartners** today or reach out to Red Hat to schedule a consultation and discover how DeployPartners Marshal can transform your IT operations. Don't miss out on the opportunity to revolutionise your IT service delivery and empower your teams to focus on high-value work. Contact us now to get started.