1. Automation

Automation can help companies improve the predictability and reliability of the processes and reduce costs. Initially through automation, the manufacturing companies got immense productivity benefits on the factory floor. Similar productivity benefits are expected with the automation of IT processes and other enterprise workflows.

Our automation services center around the core IT Operations of the Data Center, the processes for IT service desk / Enterprise service delivery and then around DevOps for Continuous Delivery / Continuous Integration

You could identify a process / application and check us out on how automation can help in improving the throughput of the application / process. Or you could use the services of our architects and consultants in identifying, streamlining, implementing various tools, and getting the benefits of automation.

Our automation services are centered around:

- IT Service Management & Enterprise Service Management
- DevOPs
- ITPA/ RPA

In our continuous endeavor to help companies improve their IT operations and make them more agile, we are making investments in building capabilities around cognitive tools in the market. While these are early days of cognitive helping IT Operations, we believe the acceleration in this direction is clearly visible and we are geared to help our customers adapt these tools.

3.1 IT Service Management

Our ITSM Solutions are designed to address the needs of Telecom operators and Enterprise customers. The solution consists of complete end to end solution from monitoring till problem resolution.

We have built a framework whereby discrete tools that are being used in the organization can be plugged into the framework and you could do root cause analysis and analytics. The framework uses the IBM Netcool family as the backbone for providing the functionality.
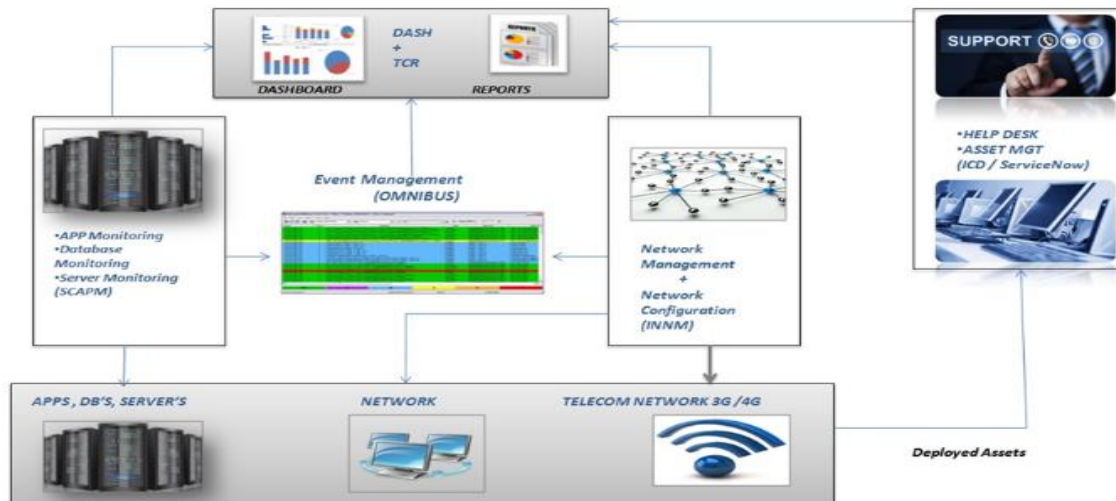
Asset Management

Using the ITSM framework we have also created an Asset Management Solution for the complete Asset lifecycle management right from Purchase to current location and to retirement, through easy and configurable workflows. Our Asset Management solution is based on IBM Big Fix and ServiceNow/IBM Maximo and Control Desk and provides the following features-

- Inventory management
- Procurement management
- Contract management
- Financial management

The solution supports complete Asset life cycle as follows:

- Plan: based on the approved budget, the system helps formulate hardware and software acquisitions plan.
- Acquire: help acquire assets.
- Deploy: assets are assigned either to an employee, project, or business unit.
- Manage: includes the tracking of the asset and its ongoing care and feeding
- Security & Compliance: Ensure that the latest patches that have been approved are deployed and the software licenses deployed are following the procured inventory.

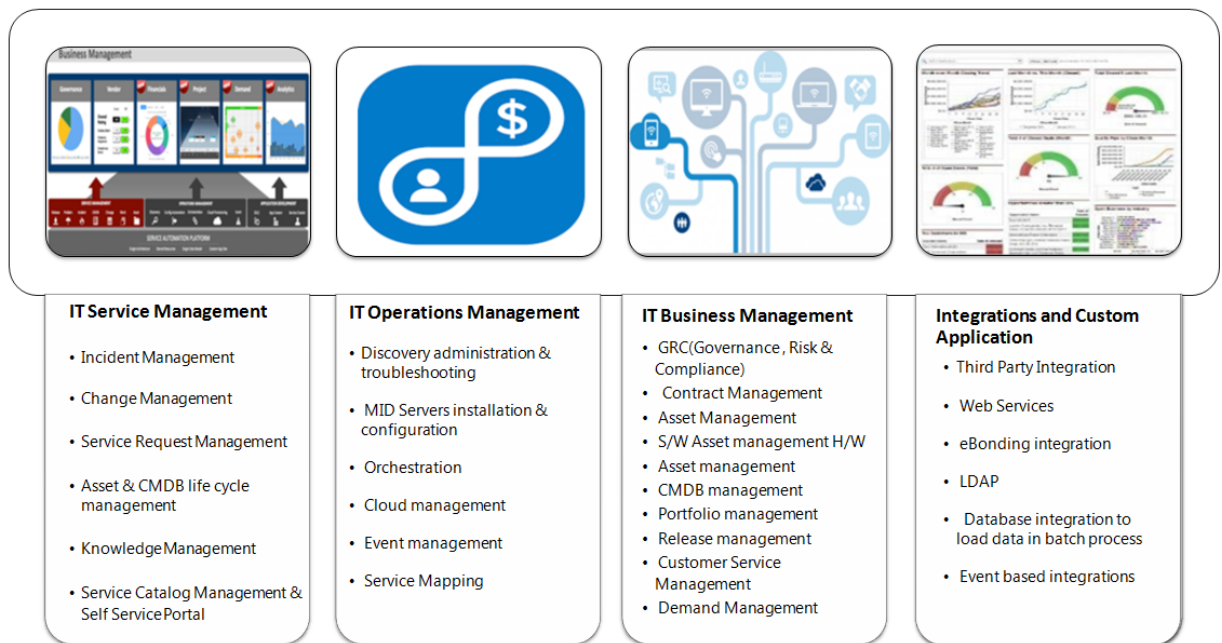## Enterprise IT Service Management – ServiceNow

Users of ITSM software are today demanding higher levels of capability, ease-of-use, and applicability to other processes. ServiceNow is one of those products which is making this a reality for a lot of organizations. Using the ServiceNow platform we have helped organizations automate their service desk processes, HR and procurement processes.

We have built a practice around ServiceNow where we help customers with building systems for:

- Problem Management
- Change Management
- Incident Management

- Employee self-service portal
- Service Request Management
- CMDB Integration and Reconciliation
- Knowledge Management
- Contract Management
- HR Management
- Architecture and Consultancy services
- Development and Deployment Services
- Administration and Maintenance Services
- Integration Services

ESM practice | Key Module Experience

IT Service Management

- Incident Management
- Change Management
- Service Request Management
- Asset & CMDB life cycle management
- Knowledge Management
- Service Catalog Management & Self Service Portal

IT Operations Management

- Discovery administration & troubleshooting
- MID Servers installation & configuration
- Orchestration
- Cloud management
- Event management
- Service Mapping

IT Business Management

- GRC(Governance , Risk & Compliance)
- Contract Management
- Asset Management
- S/W Asset management H/W
- Asset management
- CMDB management
- Portfolio management
- Release management
- Customer Service Management
- Demand Management

Integrations and Custom Application

- Third Party Integration
- Web Services
- eBonding integration
- LDAP
- Database integration to load data in batch process
- Event based integrations

3.2 DevOps

The promise of agility is compelling; there is a need for development and operations teams in enterprises to work in collaboration and integrate their methodologies to ensure continuous deployment of the software.

RURIC's DevOps services help global IT in bridging the organizational gaps, by seamlessly integrating and automating their build, test, deploy and remediate processes resulting in faster releases and better quality. Our versatile team of professionals includes the best talents drawn from IT silos that will enable you to achieve your automation objective. The team comprises of DevOps Architects, Automation specialists, Application architects, cloud orchestrators, system and database administrators, Quality assurance analyst, deployment managers, Agile evangelist and more.

RURIC offers proven tools, flows, environments, and expertise for large and small enterprises to quickly spin up a DevOps environment for your use. We offer capabilities for enterprises to develop, build, test and deploy software across a variety of cloud environments including Amazon AWS, Microsoft Azure along with on-premises environments.
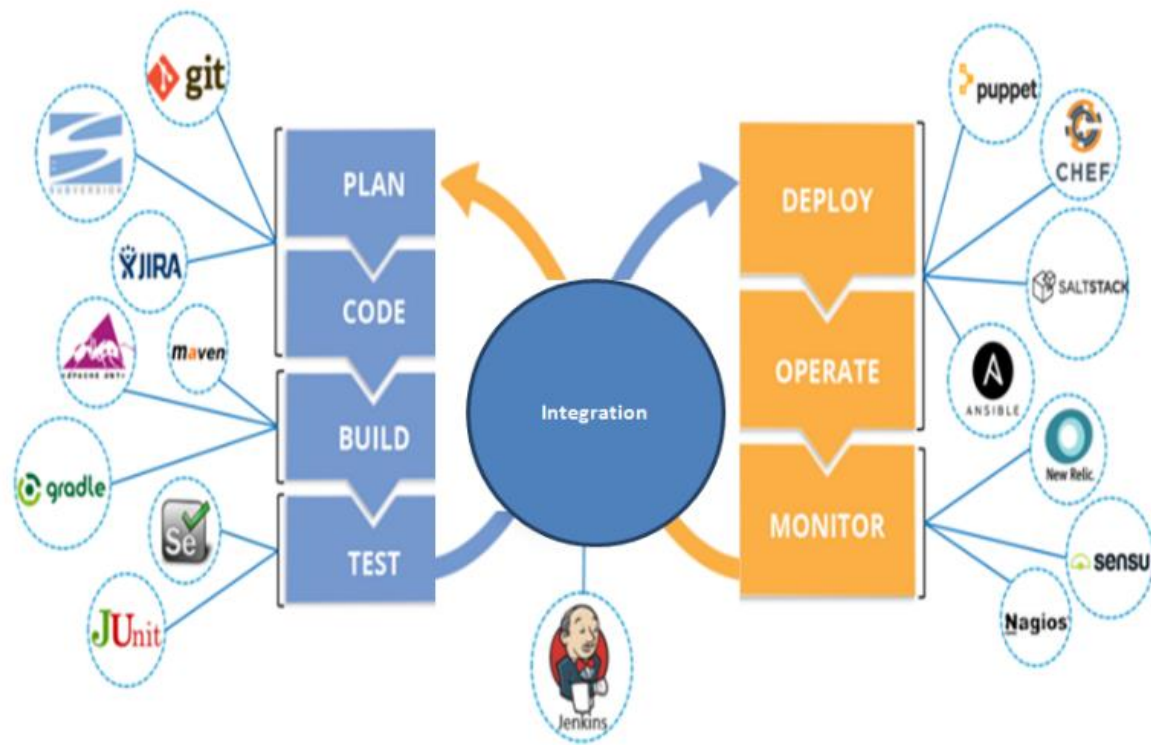
How we engage:

DevOps Consulting services

- Defining the DevOps for you
- Assess the current stage of DevOps culture, process, environment, and tool chain.
- Quantifying the maturity model
- Visualize the-desired state and create a roadmap.
- Identify traceable metrics.

DevOps Engineering services

- Create a pilot framework to implement the standard DevOps setup.
- Leverage your existing tools and integrate them with our strong ecosystem of open source and licensed tools in each step of agile delivery.

Managed DevOps services

- Manage and enhance people skills, culture, process, tools, etc.
- Continuous service delivery model
- Monthly operations fee

DevOps Implementation services

- Analyze, design, construct, automate and implement according to the needs identified for each project.

3.3 IT Process Automation

Automation is a nice concept to talk about and has very clear benefits in terms of reducing errors, improving efficiency, and reducing costs. However, there is no one tool which can handle all kinds of automation needs in your organization.

What has to be understood is the area where automation can have the maximum impact, do a pilot see if the hypothesis is correct and then do a roll out.

Our historical capabilities on the infrastructure and operations side have helped us in isolating a few tools which help in reducing costs and improving efficiencies. Many IT organizations use scripts to automate tasks. This may work for well-designed tasks, such as provisioning a server. Yet scripting has its own drawbacks, particularly for more complex IT workflows that cross processes and domains. As IT processes change and scripts need to be modified, your simple home-grown scripts become whole time programming.

Our team helps in identifying the bottlenecks in the processes, prioritize the automation, implement, and then help in building future automation strategies based on knowledge gathered.