SUMMITAI

SummitAI Service Automation

Business challenge

The increasing complexity and data integration challenges of modern IT environments demand organizations automate and orchestrate where possible. At the same time, robust data integration mechanisms and protocols are required for accurate, secure real-time data availability. A user-centric approach that simplify interactions, streamline processes, and enhance overall user experience is essential.

SummitAI Service Automation

SummitAI Service Automation is a no-code/ low code application with an extremely scalable agentless architecture that offers advanced customization capabilities, and the ease of self-service. SummitAI Service Automation addresses rapidly changing needs in line with business requirements for improved efficiency, enhanced customer experience, and cost savings. It adheres to global security standards and compliances to ensure the privacy and utmost safety of the customer data.

Benefits

Improved service delivery

Improve business performance by responding faster to service requests or incidents. Service automation helps you focus on the business-critical things, helping achieve faster business goals.

Increased service agility

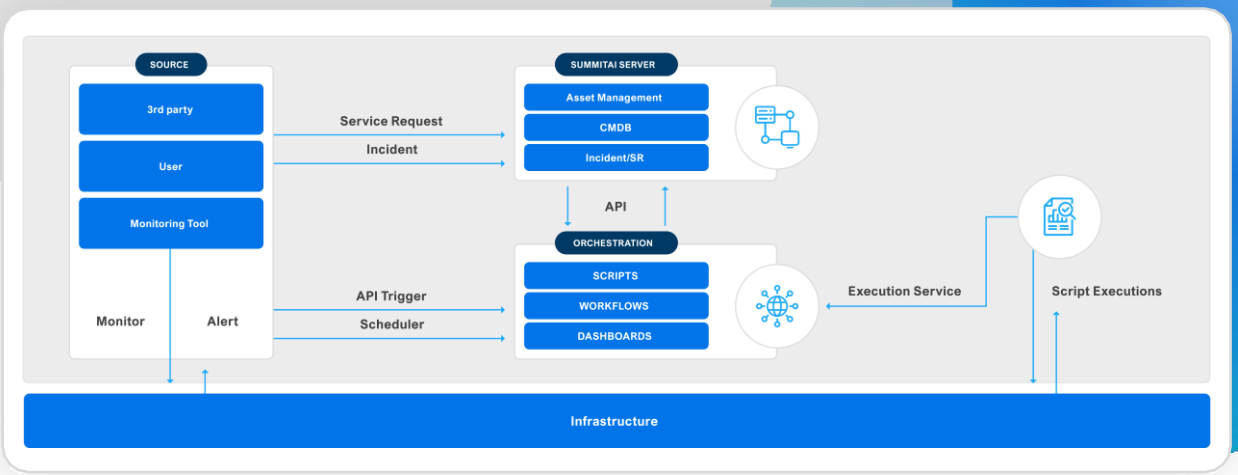
Bring efficiency, speed, and expanded capacity with Service automation. Eliminate manual error-prone tasks to provide faster predictable results.

Employee experience

Reduce service handing time and respond real-time on employee service needs. With Service automation, you can respond to incidents before they become bigger business impacts.

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Service Automation architecture



Unlock new possibilities with SummitAI Service Automation

Simple, centralized, scalable control

- The SummitAI Service Automation architecture is agentless, for a lightweight footprint that is easy to maintain
- Centralized control provides compatibility across a wide range of systems and applications
- Organizations can easily scale up SummitAI Service Automation to accommodate growing workloads and adapt to changing business needs

High-scale

- API mapping-based integration with third-party ITSM systems supports autonomous automation tasks
- POST and GET API method support for information handshake between applications
- Automation of manual/routine processes to produce fast results to improve service flexibility
- Auto-healing for greater application flexibility

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Self-service

- Self-service orchestration for users and customers running pre-configured jobs and to accelerate service request processes
- Easily create automation workflows that streamline and automate service delivery
- Gain visibility into SLAs associated with service requests
- Incorporates a knowledge base for users to access self-help resources and articles

Robust security

- Role-based access control (RBAC) to define user roles and permissions
- Secure APIs – for integration with external systems and applications
- Encrypted communication between components and external systems using industry-standard protocols
- Security Compliance – Strict adherence to best practices such as ISO 27001, GDPR, and HIPAA

Easy integration

- Integration out of the box with SummitAI IT Service Management for service request fulfillment and incident remediation
- Integration out of the box with SummitAI IT Asset Management with more than 185 compliance policies for endpoints, with automated remediation framework
- SummitAI Service Automation integration packs contain more than 250 actions or scripts used to custom workflows
- More than 40 integrations for data management for third party applications

Request a demo or contact us for more information

Summitai.com/itsm/get-started/

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