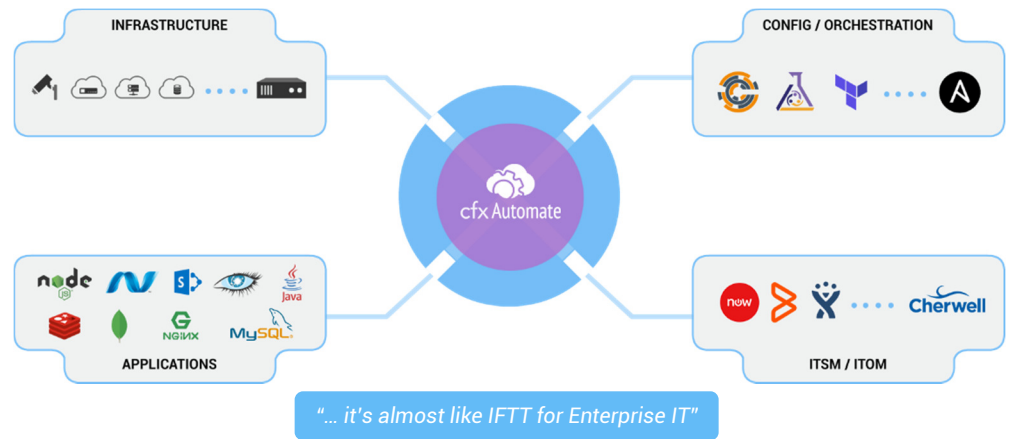# Analytics Driven Automation

cfx Automate

cfxAutomate is the Modern IT Automation platform that is Analytics driven. It enables automation of complex Biz/App/IT operational handoffs, response plans or diagnostics, incident enrichment, incident resolution and incident re-conciliation.

cfxAutomate does so by having complete awareness of typical IT operational models, data formats and integrations with common ITSM/ITOM systems to deliver effective and turnkey automation for modern IT.

cfxAutomate provides the capability to design and execute function-based workflows and it comes packed with comprehensive workflow library. Workflows run in a fully scalable and modular serverless environment and can be triggered based on analytics, events, incidents or asset lifecycle changes – all coming from cfxDimensions solutions or other 3rd party products.

INFRASTRUCTURE

CONFIG / ORCHESTRATION

APPLICATIONS

cfx Automate

ITSM / ITOM

"… it's almost like IFTT for Enterprise IT"

Key Capabilities

Intelligent Bots

- Respond to events, incidents, state changes
- Remediation workflows, response plans

Intuitive Workflow Engine

- Easy to use workflow designer and editor
- Visually track workflow progress

Key Integrations

- Support for typical ITSM/ITOM tools (Ticketing, Monitoring etc.)
- Seamless integration with Cloud services (Lambda, Pub/Sub etc.)

Smart Diagnosis

- Aware of App/Infra dependencies
- Analyzes data from multiple sources

Incident Enrichment

- Provide rich contextual information
- Helps in building automation playbooks

Modern Architecture

- Based on Serverless & Container technologies
- Supports Multiple Languages (Python, JavaScript, Ruby etc.)

Key Use Cases

Hybrid-IT Automation

Automation tasks across on-prem and multi-clouds

Virtual NOC Engineer

Incident Triaging, Diagnosis and Resolution

Smart Ticketing

Incident Prediction and context-aware Enrichment

E-Bonding

Incident replication and reconciliation b/w partner and customer

Runbooks

Automated remediation plans with workflows and runbooks