



Automation Newsletter - January 2024

The latest product news, links to webinars, and roadmap replays, as well as authoritative articles by our automation experts.



New Research: How Too Many Tools Obscure Automation Issues

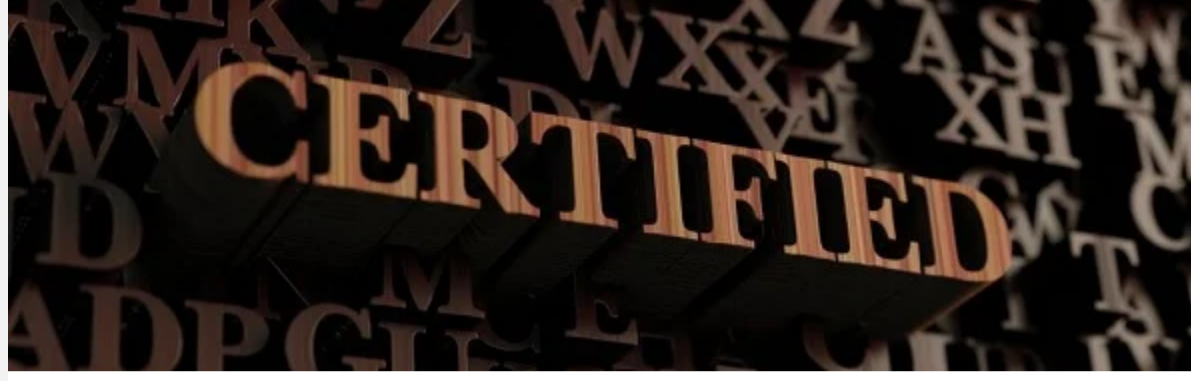
A recent industry survey conducted by Dimensional Research showed that almost 75% of organizations have difficulty accurately monitoring automation issues and suffer alert storms, especially across hybrid environments.

This global study examines the negative impact of multiple automation tools and a lack of the right insights on IT's ability to support business-critical processes – and why failures that pose severe risks to the business occur with alarming frequency.

Read the report to learn:

- Why well over fifty percent of companies experience SLA failures regularly and often
- The challenges IT must manage due to the lack of end-to-end visibility across automated processes
- How multiple automation tools affect operational efficiency and delivery of critical services

[Access Research](#)



Automic Automation Works With RISE with SAP

In today's rapidly evolving business landscape, digital transformation has become an imperative for companies seeking efficiency, agility, and growth. SAP, a global leader in enterprise software, has consistently provided innovative solutions to streamline business processes.

One such advancement is the RISE with SAP offering—a comprehensive package accelerating transformation journeys. To complement this initiative, Automic Automation is now certified as "Works with RISE with SAP." Automic Automation integrates seamlessly with SAP to optimize operations and fuel organizational success.

[Read More](#)



Customer Insight

Read how a large financial services institution pursued a cloud migration strategy without jeopardizing the critical workloads required to support the business.

Initially, application development teams and cloud architects were reluctant to work with the automation group in IT operations that managed AutoSys. As they embarked on migrating applications, these cloud teams thought they could rely solely on the automation and orchestration tools the cloud service provider offered.

As these cloud teams started to refactor on-premises applications and migrate them to the cloud, they encountered some obstacles. Quickly, they saw that AutoSys would continue to provide tremendous value to the organization.

As the lead engineer explained, "As cloud architects started breaking ground on this transformation journey, they encountered a lot of rocks because cloud-native solutions lack enterprise-grade automation capabilities."

[Read Case Study](#)



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AutoSys and dSeries Added to Automation Upgrade Weekends

Broadcom Support will be staffed on the dates below for Automation Upgrade Weekends to answer all upgrade-related questions and, of course, jump in to guide if challenges/errors arise, with the primary goal of ensuring an efficient and successful upgrade.

The 2024 schedule for AutoSys, dSeries, Automic Automation, Automation Analytics & Intelligence (AAI), Application Manager, and Dollar Universe is as follows:

- Jun 22 - 23
- Aug 24 - 25

Remember to reach out to us at least 2 - 4 weeks before your upgrade through a Support ticket and upload your upgrade plans so we can review them and give feedback based on best practices and what we've learned while working with hundreds of other customers.

We'll need to know the following details:

- What version are you upgrading from?
- What version are you upgrading to?
- What is your planned maintenance window - date/time?
- Upload your detailed upgrade plan (which hopefully you've had the opportunity to test in lower environments before production).

Please [sign up here](#) or create a Support case to let us know you're interested in participating with us.

If you cannot align your upgrade to one of these weekend events, Broadcom Support is still here to help; raise a ticket regarding your upgrade and attach your upgrade plan, and Broadcom Support will review and provide guidance to help you succeed.

[Learn More](#)

Automation Office Hours

We have published the automation office hours for the start of 2024. We assemble a great panel of experts each month to answer your questions on installation, configuration or use of your automation product. Come and join us.

[Register Here](#)

Integrating AutoSys and ServiceNow

Learn how to integrate AutoSys notifications into ServiceNow. Available from AutoSys 12.1 SP1, see how to raise tickets through notifications, customize the information sent to ServiceNow, and see how those tickets are reflected in AutoSys monitoring.

[Watch Now](#)

Free Automation Analytics & Intelligence Training

The Broadcom Software Academy is your one-stop shop for all things Automation. You can find excellent training courses, industry insights, how-to guides, blogs and much more.

Here are some great courses for Automation Analytics & Intelligence.

- [AAI Advanced Administration](#)
- [AAI: Installation and Initial Configuration](#)
- [AAI Integrations: AutoSys](#)
- [AAI Integrations: Automic Automation and Control-M](#)
- [AAI Integrations: Tidal](#)
- [AAI Integrations: IWSd](#)

Product Lifecycles

Maintaining version currency is really important for Automation. You never want to accidentally run out of support on your product version. Check the lifecycle of your version's product lifecycle on the [support platform](#). Get ahead of the curve for your next upgrade.

Product Notifications

Keep informed and register your interest on the [Product Notifications system](#). Receive proactive notifications of the availability of new releases, patches, and critical information on products. We recommend at least one person in your organization be registered.



Latest Roadmap Sessions

Learn about the future developments for all Automation by Broadcom products that drive continued improvements in your IT Operations efficiency and increase the value your business gets from automation.

Your support login is now required to view these replays. Once you have authenticated, select your product to watch a repeat of the recent events.

[Watch Now](#)



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