

# How Server **Automation** Increases Performance and Creates Business Advantage

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Automating the entire server life cycle, from deployment to retirement, with embedded intelligence dramatically increases **productivity**.

IT managers today face multiple challenges in an increasingly competitive environment. Many share common frustrations that slow down processes, increase costs and make life harder and less efficient than it should be. Today, in addition to traditional workloads and routine process, executives are increasingly looking to IT to provide strategic direction and contribute to overall business outcomes.

Although challenging, this shift presents a major opportunity for IT. With the right tools and processes, IT departments can have a significant positive impact on their company's business results. This is also a main reason that organizations are turning to IT infrastructure automation.

### Automating helps companies overcome common frustrations such as:

- ♦ **Slow response time** (only 30% of business users consider their IT to be distributed, agile and flexible)<sup>1</sup>
- ♦ **Inefficient management** (nearly 70% of time is spent maintaining existing IT environments)<sup>2</sup>
- ♦ **Increasing downtime** (up to 75% of downtime is caused by manual and disconnected IT processes)<sup>3</sup>
- ♦ **Customer retention** (IDG predicts a 25% drop in customer retention in 2019 for those failing to incorporate automation into their roadmap)<sup>4</sup>
- ♦ **AI implementation** (71% of organizations say inefficiencies due to lack of server automation are a challenge to their AI strategies)<sup>5</sup>



## Introduction

“Automation is the next state of digital transformation. Half of all companies are currently engaged in digital transformation efforts and are laying the groundwork for the next catalytic revolution – automation.”

- Forrester, A Bold but Pragmatic Strategy for Business Automation, July 2018

<sup>1</sup> Source: InformationWeek survey of IT perception

<sup>2</sup> Source: Forrester Research, Inc., Foresights Budgets & Priorities Tracker Survey

<sup>3</sup> Source: Dell EMC Advisory Board

<sup>4</sup> Source: Automation: The Way Forward, IDG (presented by puppet), May 2018

<sup>5</sup> Source: Forrester white paper commissioned by DellEMC, Insights From Modernized IT: How To Achieve the Greatest Success As You Automate, November 2018



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## Automation

**noun [aw-tuh-mey-shuh n]**

The technique, method, or system of operating or controlling a process by highly automatic means, as by electronic devices, reducing human intervention to a minimum.

Automation is a hot topic these days. Most of us agree that automating business processes can save time and money, making our organizations more efficient and innovative. But there is often an unspoken fear surrounding it. Questions like ***“How much time and effort will it cost to get my organization up to speed with automation?”*** or the elephant in the data center, ***“Will automation leave my staff without a job?”*** contribute to inaction or the late adoption of automation. But we all know that doing nothing is not the answer.

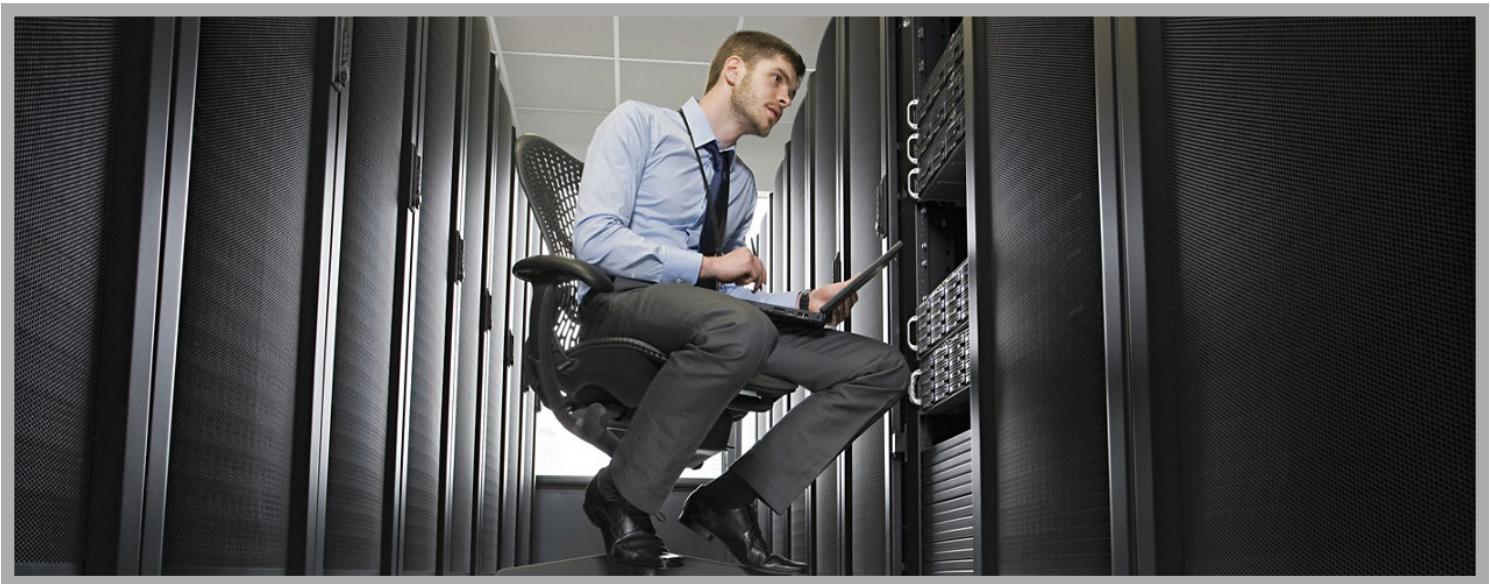
This eBook answers frequent questions and dispels common myths around server automation. You'll find that automating with Dell EMC PowerEdge is simple, and quickly leads to increased efficiency and better business results. You'll also see that your IT staff shouldn't lose sleep worrying about automation taking over their jobs. In fact, it's quite the opposite. The time saved from automating will make IT employees more efficient, enabling them to focus their time and energy on more strategic activities that add value to the organization, rather than routine, mundane tasks. This leads to a better user experience, for both your employees AND your customers.

**“** Automation is a huge boon to organizations. With more work automated, high performers free their technical staff to do innovative work that adds real value to their organization. **”**

- 2017 State of DevOps Report



## Why Automation of Server Infrastructure Management?



Automating the entire server lifecycle, from deployment to retirement, with embedded intelligence dramatically increases efficiency, reduces human error and improves productivity. With less time spent on routine management tasks, your IT organization immediately becomes more efficient. Less troubleshooting helps maximize your system's compute capabilities and reaction time, leading to higher customer satisfaction.

Data-intensive computing applications mean heavier workloads and an increased need for systems to make fast, informed decisions. Automation of ongoing services such as updates, upgrades, and patches extends the customer value far into the life of the server. Businesses will reap long term benefits such as greater security and lower OPEX as result of IT infrastructure automation.

Automation has the power to reduce costs and boost speed while simultaneously increasing quality, agility, and security. This enables IT to deliver product updates faster, delighting the customer. Automation helps everything run more smoothly.



**2.2x** greater  
time saved on troubleshooting



**2.5x** greater  
reduction in staff needed for routine IT tasks



**2.3x** greater  
savings on opex and capex

Source: Forrester white paper: Insights From Modernized IT: How To Achieve The Greatest Success As You Automate, November 2018





## How Does Dell EMC Help with Automation?



Dell EMC PowerEdge servers were the first servers to offer “embedded management automation.” All PowerEdge platforms, including rack, tower and modular servers, can be managed by the same management console, OpenManage Enterprise. This means manageability is simple and consistent across all PowerEdge servers.

All PowerEdge servers include iDRAC. iDRAC is the “brains” behind many automation features from deployment to updates to monitoring to maintenance and remediation.

Additionally, users can manage both their virtual and physical IT environment by utilizing OpenManage integrations within 3rd party management consoles such as VMware vCenter.



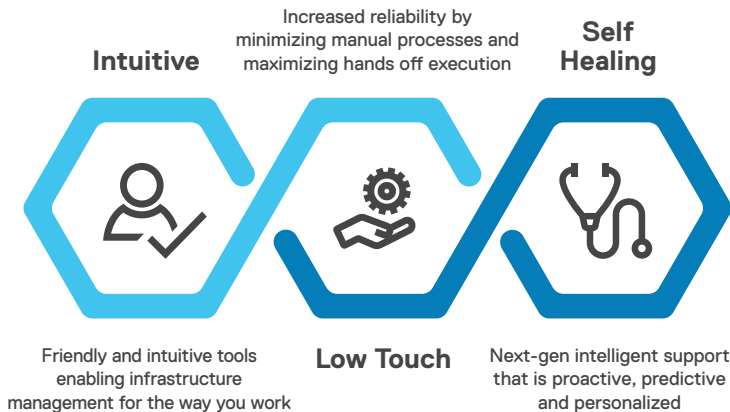


## How Does Dell EMC Help with Automation?

### OpenManage – Driving the Complexity out of Infrastructure Management

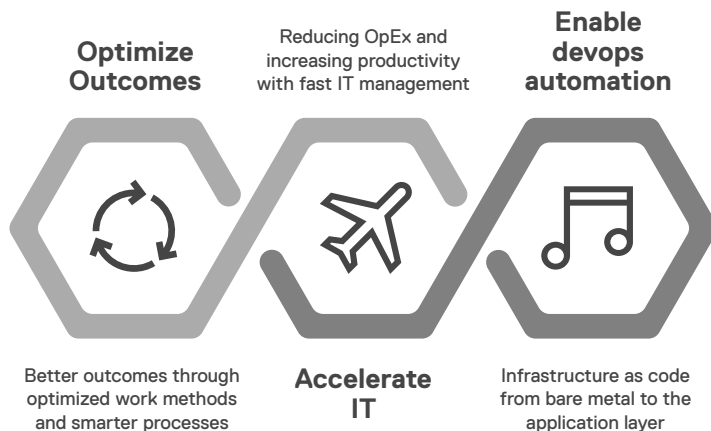
The Dell EMC OpenManage portfolio provides intuitive, easy to use tools that drive out the complexity of infrastructure management while enabling powerful programmability. In addition, **OpenManage tools** help organizations increase security, save time and minimize human error.

OpenManage is **simple**, **efficient** and **available**.



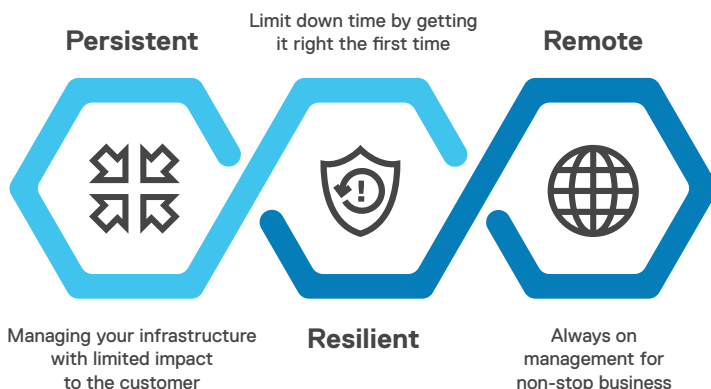
#### Simple

OpenManage provides intuitive management and easy to use tools that drive the complexity out of infrastructure management.



#### Efficient

Automation optimizes and accelerates infrastructure management. Users benefit from efficient policy drive consoles, out-of-the-box tools, and optimized programmability.



#### Available

Dell EMC OpenManage portfolio with embedded iDRAC creates “always on” resilient environments.

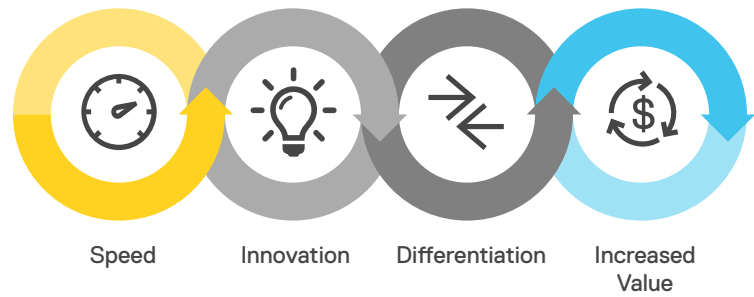


## How Does Dell EMC Help with Automation?

### OpenManage Enterprise

**OpenManage Enterprise** is the management console for all PowerEdge platforms, including rack, tower and modular servers. It allows users to monitor and control power for systems, components and VMs with ease.

Intelligent automation with OpenManage  
is creating new opportunities for  
business advantage



## Faster Deployment

According to EMA, 62% of enterprises are dissatisfied with the quality, speed, and cost of their application releases.<sup>1</sup>

“ When you want to automate - using what’s already available will save you time and money. And in business, time is money. Leverage as many ready-made solutions as you can. ”

- 15 Smart Tips For Introducing Automation To Your Business, Forbes Technology Council, 2017

## Integrated Dell EMC Remote Access Controller

The integrated Dell EMC Remote Access Controller is a foundational technology of the OpenManage portfolio and the “brains” behind many automation features. Embedded within every PowerEdge server, the iDRAC enables seamless management through automation of management tasks from deployment to updates to monitoring to maintenance and remediation.

<sup>1</sup> Source: EMA white paper commissioned by Dell EMC, Automate IT Infrastructure for Speed, Security, and Efficiency, November 2018





To effectively run today's data centers, you need to manage both physical and virtual infrastructure.

Using multiple tools that are not connected presents a huge challenge for day-to-day server management. Wasting time on mundane tasks is frustrating and inefficient.

To help, Dell EMC and VMware offer a solution that enables intelligent automation and management. The integrated hardware and software provide a simplified experience from deployment to management to support.

### OpenManage Integration for VMware vCenter (OMIVV)

OpenManage Integration for VMware vCenter (OMIVV) is a virtual appliance that streamlines tools and tasks associated with the management and deployment of Dell EMC PowerEdge servers. OMIVV dramatically reduces complexity, speeds deployment and minimizes risk in IT operations. It helps you easily and consistently manage environments that are not 100% virtualized, with OMIVV creating a unified experience across virtualized and non-virtualized machines.

With OMIVV, you can create and save deployment profiles with just a few clicks, resulting in:

OpenManage Integration for VMware vCenter will expand and enrich your data center management experience with Dell EMC PowerEdge servers.

**130%**  
faster deployment  
with  
**97%**  
less administrator  
time required.\*

\* Source: Based on Dell EMC internal competitive testing



## Customer Success in Automation: Société Générale



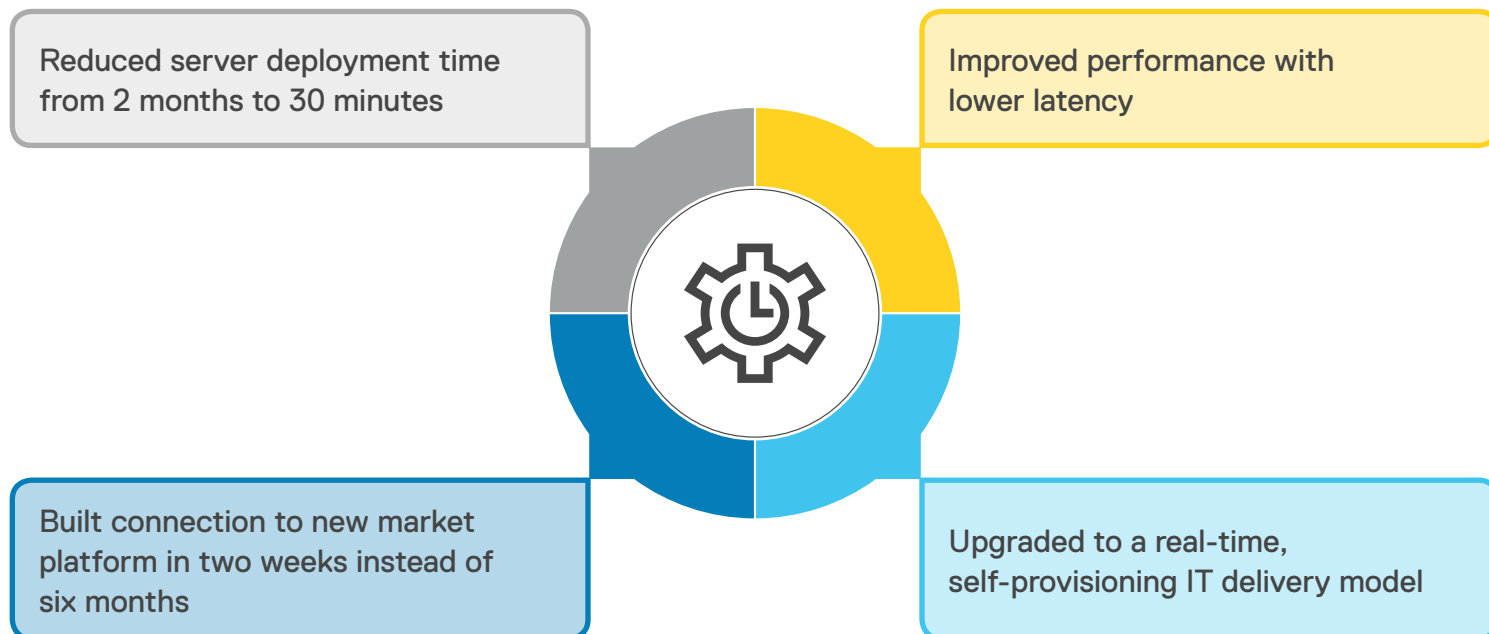
Société Générale is one of the leading financial services groups in Europe, supporting 31 million individuals, professionals, companies and institutional investors worldwide. They were challenged with providing top customer service while complying with new regulations and ever-changing security rules.

Previously, Société Générale operated with a “request and demand” model, where the IT department answered and fulfilled requests manually. Operating this way meant it took months to deploy a new server. It needed a faster, “self-service” model that allows users to self-provision virtual machines, storage and connectivity. They had to improve response times to comply with rapidly changing industry regulations and security mandates.

### Société Générale uses IT automation to offer new services and generate higher returns

To increase their response time and overall efficiency, [Société Générale turned to Dell EMC PowerEdge servers](#). PowerEdge servers allowed them to automate their processes, shifting from a manual model to a “self-service” model where IT can now self-provision compute services as needed. By automating this process, **they reduced the deployment of new servers from 2 months to 30 minutes**. This savings has enabled IT staff to invest their time and resources into other, valuable tasks.

### By Automating Server Infrastructure, Société Générale:



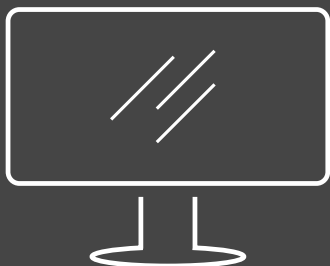


## Conclusion

Today, IT departments face significant challenges in an ever-changing and competitive environment. They need to manage multiple workloads, respond quickly and decrease downtime all while contributing to the overall strategic direction of the business.

Automating helps companies overcome these challenges, leading to a more efficient data center. With the right tools and processes in place, you can save time and crucial resources. With less time spent on routine tasks, IT staff can take on more strategic activities that add value to the organization.

To learn more about the Dell EMC approach to automating compute infrastructure, download the [EMA Automation Guide: Automate IT Infrastructure for Speed, Security, and Efficiency - How the Dell EMC Systems Management Portfolio Fits the Bill](#)



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