

Workflows Automation | MIRAT Self-Healing

Business grows better if digitize and automate workflows

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Overview

The IT-enabled companies have ever growing challenges that they ought to do more to grow faster with available resources. They are forced to spend hours together to resolve incidents/events/tickets on a daily basis. They need to digitize their workflows and employ greater workflows automation to turn off the repetitive tasks. It is difficult for them to find the best tool in the market. First of all, they need to understand their requirements. The number of ITSM enabled tools available in the market to make the IT process automation by adapting the workflows automation. It is a part of the infrastructure management maintaining the entire business process management better in the organization.

Present Issues in the Incident Management:

Companies are facing the following issues in their ITSM enabled Incident Management system.

- Detecting an incident within a stipulated time.
- Intimating an incident to the users concerned.
- Implementing the auto-healing mechanism.
- Intimating the respective technicians on known issues and errors.
- Cumbersome process to operate the available Incident Management Tools.

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20% – 30% increase
productivity

36% increase revenue

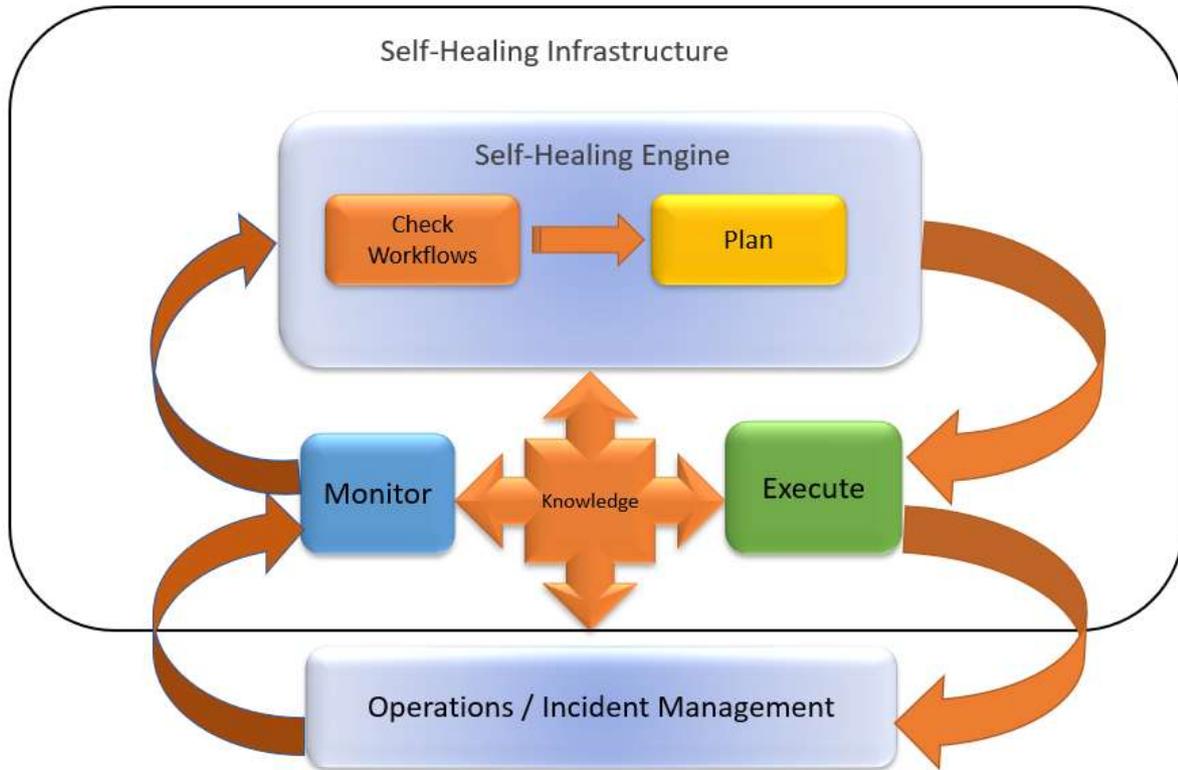
36% cost reduction

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MIRAT Self-Healing

Self-Healing is nothing but an ability of systems or environments to detect problems and resolve themselves automatically. Self-Healing is one of the unique features of the MIRAT that allows incidents to auto heal without cognizance of the user. It helps the user to do his routine works without disturbance. For that, the user has to set up a certain set of rules to build a workflow to find the problems indigenously. The Self-Healing Engine detects the issues based on workflows and try to resolve as per rules designed. Many times, the user is not aware of incidents as MIRAT self-healing process acts timely as and when incidents detected. The user knows the incidents only those redirected by the self-healing engine if they are out of the box.

MIRAT Self-Healing Architecture



First of all, the user needs to design a certain set of rules for workflows automation. The self-healing process prevents manual intervention in the Incident management and the monitoring system. Workflows automation certainly helps the organizations to perform better operational management. It saves time by reacting instantly as per rules set up in the workflow automation process. It helps the utmost utilization of IT infrastructure. The work speed of IT administrators or Incident Managers increased rapidly because of consistent and continuous feedback getting on unresolved issues. The workflows automation of Self-Healing is applicable to different levels in the IT like application, system, and hardware. The MIRAT Self-Healing tool is best suited to administrators of the IT-enabled companies irrespective of their size.

The administrator can use the job scheduler option available in the Self-Healing tool. It performs the tasks as per scheduled time and dates. For example, you can schedule a job for rebooting or shut down all systems at a particular time for a certain period (from and to dates). Accordingly, the job scheduler engine prompts the selected systems perform their tasks. You will be intimated through an email on the status of the task.

Benefits of Workflows Automation: Self-Healing

The benefits of MIRAT Self-healing as follows:

1. The execution happens through API Calls (Micro-services)
2. Write any number of rules when you set up workflows as per requirements.
3. Build a complex workflow in minutes.
4. Operations can build workflows; it eliminates dependency on SMEs.
5. Database driven workflows.

6. It supports fully the REST API calls.
7. There is a parametric workflow management.
8. If Self-Healing failed to resolve a problem will be informed to users immediately through an email or SMS as opted.
9. The user can manage fully the automation process.
10. It saves huge time of users in resolving issues manually.
11. No integration is necessary, get benefits today.

Why Companies opt for Workflows Automation?

Workflows automation is important to avoid repeated tasks in the IT. It reduces human errors and save more time than it usually takes to do associated tasks.

There are a number of reasons why companies opt workflows automation, but here we are giving the most common reasons.

1. Reduce repetitive tasks:

Attending repeated manual tasks are costing your business too much time. It is understandable that companies are losing number of human hours by attending repeated tasks. It diverts employees from other important works. If employees diverting frequently from their important or regular tasks may have a serious impact on the bottom line. For example, developers mostly working on enhancing the product or attending some other serious issues. If they attend small and repeated tasks cause waste of their time and also hamper their work.

2. Not hold people accountable:

The company has to make employees accountable for each problem to resolve within a time. They have to check their email or SMSs from time to time if there are tickets or incidents addressed to resolve. Some incidents may be urgent and production environment may affect if they are not resolved within the time. Hence, employees should have more accountable to check up problems and get them resolved within a time. But workflows automation will make auto heal the incidents come in their purview and will not hamper the work of the respective users. Hence, the employees are not accountable.

3. Increasing Production Capacity:

Workflows automation enables different combination of conditions, moreover, it is a one-time task. Companies are certainly saving their manpower and manhours which leads to improve the performance of the production. It certainly helps the management to reduce the expenditure and increase the revenue.

Build a complex workflow in minutes

How to choose the best Workflows Automation Tool?

There are a number of tools rushed into the market and the customer has a confusion how to choose the best workflow automation tool. The following are some of the guidelines how to choose the best one.

1. **Core Functionality:**

Almost every tool has the basic functionalities. The user should need to check what are core functionalities and what are additional functionalities by comparing with other vendors. For example, creating different customized workflows, creating unlimited workflows, jobs scheduler etc.

2. **Technology Stack:**

The user needs to observe what are the technologies used in the product. Whether they are compatible to plug in to other tools or technologies. Check, based on query whether the vendor responds on any customization of the product etc.

3. **Pricing:**

The user should desperately know about the price of the product as there is a lot of price difference among the products. Some products like MIRAT available at a very affordable price with advanced features. It is compatible as per the customer's budget.

4. **Free trial of the product:**

Generally, all vendors provide a free trial for customer testing to choose the product. The user should verify carefully as most of the vendors asks more details before permitting a free trial. Some products will not permit to use all options available in the product and they permit to use only a few persons. They may not have time to understand the product fully within the time limit.

5. **User Interface:**

Some products may have great features, but the interface of the product is not user friendly. In such cases, the user may not utilize totally. MIRAT has very user-friendly interface that the user can easily operate with less or no training.

There are lots of tools available in the market. You are advised to spend some time to study different products and decide how much money you spend. Some tools like MIRAT will be fitted into customer's budget.

Build unlimited workflows