OPCON

SMA TECHNOLOGIES

Automate Business and IT Processes so You Can Focus on What Matters

OpCon works across systems and business units to automate key processes, allowing you to save time, cut costs, reduce risk, and drive your business forward.

Automation Fabric

Imagine you could seamlessly link jobs and activities by dependencies and processing rules within any application — on any servers and any operating system on any continent. OpCon links people, systems, and applications into business and technical workflows that are repeatable and completely reliable. Whether you are calling programs, executing scripts, or even using Robotic Process Automation (RPA), OpCon can bind them all together to give you a single point of control for IT automation.

World Class Automation

OpCon, from SMA Solutions, is a powerful solution that enables businesses to automate everything from mundane tasks to complex and high-risk processes. OpCon can automate business and technical workflows across operations, infrastructure, cloud, and virtual environments. With this easy-to-use solution, you quickly lock in knowledge and expertise, which reduces errors and enables agile IT delivery. OpCon removes the need for "shadow IT", hides complexity with self-service technology, and enables organizational resilience. By driving automation throughout the enterprise, you can accelerate growth and efficiency while reducing costs, complexity, and risks.

Knowledge Retention

By embedding expertise into OpCon, businesses retain knowledge and experience which is hard to document any other way. You will realize significant reductions in the costs of onboarding and training new and existing employees. With OpCon's automated workflows, you have a simple visual guide to business processes along with automatic process documentation.

Accessible Business Automation (Self Service)

The OpCon Self Service module makes automation available with the click of a button in a responsive, intuitive web-based interface. From executives to customer service and finance, anyone in the business can trigger automation from their computer, tablet, or smartphone. With Self Service, you can deliver IT solutions rapidly where they are needed while retaining overall control and empowering your business. Reduce the need for shadow IT by rapidly deploying automated solutions like onboarding new staff, managing virtual environments, and other common repetitive tasks.

Proactive Business and IT Monitoring (OpCon Vision)

OpCon Vision is a real-time dashboard that provides business process views and Service Level Agreement (SLA) monitoring. The dashboard shows you a high-level summary of the automation platform revealing the health of your business and IT processes. Vision is tightly integrated into your existing OpCon environment, so if SLAs are not met, Vision automatically instructs OpCon to run the recovery processes to put your business back on track. Vision allows you to focus on exactly the operations you want to see, rather than everything else.

Lights-Out Operations

Business expansion and globalization drives the requirement for 24x7 operations and often requires more staff. With OpCon automation, your business can be sure of repeatable perfection across all workflows. Operators can also be proactively notified if a task is going to be late to start or late to finish. In addition, OpCon schedules can be viewed and adjusted minutes, days or months in advance to coordinate with business events. Combining estimation and real-time adjustments, OpCon helps the business stay in control and align with Service Level Agreements.

Comprehensive Change Management (OpCon Deploy)

With OpCon Deploy, you can import workflows (schedules) from any OpCon environment, apply transformation rules, simulate the changes, then deploy selected versions of workflows to one or more OpCon servers. The deployment process checks each workflow to make sure the destination workflows have not changed since the previous deployment. This ensures that any

manual changes made in the destination environment are not overwritten. Because of the versioning in OpCon Deploy, you can roll back changes and eliminate the risk of losing automation data.

Intelligent Security and Governance

OpCon has extensive role-based privileges to ensure automation data is secure and passwords are encrypted. OpCon users can be managed via Active Directory Services (ADS) or OpenLDAP, and every user action completed within the OpCon interface is saved in the audit trail. Auditing compliance is further enhanced because OpCon can retrieve task execution logs through the interface, negating the need for remote server login.

Business Value

- ☐ Achieve organizational resilience
- ☐ Increase agility to match business growth
- ☐ Automate upgrades and maintenance
- ☐ Reduce help desk and IT calls with Self Service
- ☐ Bridge the skills gap by embedding knowledge

Notification and Escalation

When important steps happen or when problems occur, OpCon notifies key personnel immediately. Emails with a job's output provide critical information that empowers your IT staff to solve the problem. If there is no response to a critical notification, escalation rules take over and start notifying more people. OpCon makes it easy to manage exceptions with confidence.

Workflow Management

OpCon workflow management includes the ability to tie different technologies together such as cloud, virtualization, and Internet of Things (IoT). You can use dependencies to control activity based on any event including things like files, emails, jobs, and resources. You can also choose dependencies based on time, expression, and a multitude of others. The bottom line is you have full control over the entire enterprise workflow.

Dynamic Workflows

OpCon includes features to define a single task with multiple sets of parameters. By using variables, you can cause that task to run in various ways such as against different environments, on multiple machines, or many times in one day. These variables make your tasks more dynamic and can even give them the ability to self-heal. When mapping workflows to new environments, this feature alone saves OpCon administrators a great deal of time.

Seamless Scalability

OpCon was designed with the foresight to manage the expansion of a growing business's automation environment. Administrators take simple steps to add new environments, replicate workflows across systems, and integrate new business processes. Underpinning that expansion, OpCon workflows support parallel processing and workload balancing across multiple systems, thus maximizing computing resources. OpCon is proven to handle hundreds of thousands of workflows per day on a single-server setup and can easily scale to millions of workflows per day in a multi-server configuration

Event-Driven Automation

Workflows or business processes mapped into OpCon can be triggered by events such as emails, user actions, environmental sensors, or system messages. Virtually any action can be considered an event whether it comes from a voice activated source, the Internet of Things (IoT), wearable devices, mobile, or cloud. These events can control cloud migrations, customer interactions, front-office activities, back office processes or even infrastructure tasks. DevOps and Disaster Recovery are both examples of where cumbersome processes need to be more accessible and more agile; OpCon's event-driven automation is the technology that bridges that gap.

Predictable Disaster Recovery

SMA Solutions understands how important recovery time objectives (RTO) are in your DR/BC plans. OpCon can be configured and linked to your existing disaster recovery plans (DRP) without impacting RPO/RTO. Automation has proved to significantly advance testing, reliability, and execution of the entire recovery process, while eliminating mistakes.

Date Management

Processing for the correct dates is made simple in OpCon with powerful features to calculate end-of-month, next business day, and other more complex scenarios. When special dates are used, including virtual calendars, they will be perpetually maintained. Dynamic visual calendars help you ensure that future tasks will execute on the correct days.

File and Resource Automation

OpCon provides extensive monitoring capability to integrate with any workflow. For example, OpCon monitors file arrival or threshold events such as CPU usage, disk space and much more. Many SMA Solutions customers rely on our file transfer capability, which in some cases exceeds thousands of movements per day.

Cross-Technology and Cross-Platform Functionality

All operating systems have specific strengths and OpCon has components to expand on these capabilities. Some popular features include Message Management, Event Management, Operator Replay, Restricted Task Scheduling, Step Restart, File Monitoring and Resource Utilization.

Audit and Reporting

OpCon offers a collection of standard reports which can also be customized to capture information across all automated systems. All reports can be automated and emailed to satisfy administrators, auditors and the business.

Benefits of Implementing OpCon

- ☐ Speed up IT delivery
- ☐ Optimize processes and slash costs
- ☐ Secure data and reduce risk
- ☐ Improve audits and control
- ☐ Automate disaster recovery
- ☐ Reduce stress and mistakes

"We have seen tremendous results with our implementation. In less than a year we have tackled the majority of our manual processes and have eliminated the need for a previously staffed shift, resulting in additional resources being assigned to our e-services team."

Pennsylvania State Employees Credit Union