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Own IT.

Winning at

AUTOMATION

With **Software-Defined IT Operations**™

An excerpt from **7 Characteristics of Service-Centric IT Organizations**

For Software-Defined IT Operations, automation is a key pillar because it increases productivity, quality and consistency.

To achieve these goals, service-centric IT organizations look to automation to:

- **Reduce cycle time in operations**
- **Achieve a high degree of accuracy**
- **Reduce repetitive work for human operators**
- **Perform tasks that reach beyond human capabilities (e.g., processing speed, endurance, correlation, etc.)**
- **Reduce operation time and work-handling time**

All of these free up time for team members to take on other roles.

When it comes to automation, for TransUnion, whenever they can, they do. TransUnion goes beyond a credit data company. The company offers the insights businesses and consumers need to make informed decisions and achieve great things.

"We've been through a technology revolution, and we're about to have an automation revolution. That's really what my life is about — pivoting everything we're doing at TransUnion through a lens of automation. Can we automate it? Does it make sense to automate it? If so, let's do it. So, it's consistent, repeatable over and over and over."

– Art Rogers, Director of Enterprise Services, TransUnion

Art Rogers

Director of
Enterprise Services,
TransUnion

TransUnion

"We believe that the more we automate, the more consistency we get and that all of our operators and all of our capabilities get a lift every time we automate."
– Art Rogers, Director of Enterprise Services, TransUnion

NTT DATA, global IT innovator and premier professionals services provider — including consulting, system development and business IT outsourcing — looks at automation as the next frontier. Machine learning is the obvious next step in their automation efforts.

"The evolution of automation and the evolution of, you know, cognitive machine learning aspects to that automation is kind of the next frontier for us in terms of making that more real. And so, we're really looking at the partnership in terms of how do we take the constructs of what we have today as the base and kind of keep evolving that into this machine learning, cognitive, automated world of the future."
– Manish Patil, Vice President of Technology Strategy & Alliances, NTT DATA

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ABOUT ZENOSS:
Zenoss works with the world's largest organizations to ensure their IT services and applications are always on. As the leader in Software-Defined IT Operations™, Zenoss develops software that builds comprehensive real-time models of hybrid IT environments, providing unparalleled holistic health and performance insights. This uniquely enables Zenoss customers to predict and eliminate outages, dramatically reducing downtime and IT spend.