IT Process Automation

AutomationEdge IT Process Automation automates repetitive and routine IT tasks to reduce downtime and improve incident response and resolution. It offers advance capabilities like ticket auto-resolution, Chatbot, Machine Learning and rapid API integrations. The benefits of IT Automation are compelling – automation improves accountability, efficiency and predictability, while reducing cost, variability and risk.

Service Desk Automation

AutomationEdge is one of the first Hyperautomation platforms. It's highly advanced Intelligent Automation solution brings together all the essential technologies required for enterprise automation like Robotic Process Automation (RPA), Artificial Intelligence (AI), Machine Learning (ML), Chatbot, ETL, ready API integrations and IT Process automation.

AutomationEdge helps organizations automate not only mundane, repetitive rule-based tasks across verticals but also critical tasks with decision making requirement using its AI capability, enterprise-wide.

With Automation, IT support team works smarter and faster to detect digital service issues and resolve them before impacting business operations.

Advantage with AutomationEdge

- ✔ Automate 10% – 40% of IT service requests and incidents
- ✔ Self-service to facilitate business users with quick resolution
- ✔ 500+ integrations with IT and Business applications
- ✔ Ticket classification for email, IVR and chat-based tickets

- ✔ Rich library of connectors to IT systems and applications
- ✔ Tech Assist to add human in loop for ticket resolution
- ✔ IT alerting for ticket assignment
- ✔ Automate 99% of applications in your infrastructure

Automate Different Areas of IT

🔧 End user Support

🖱 Service Desk Tickets

💾 Data Center

🖥 Security Operations

📄 Scheduled Activities

⚙ Application Support

AutomationEdge is listed in the ServiceNow Store, Salesforce AppExchange, Cherwell mApp Exchange, Splunkbase, BMC Marketplace.

AutomationEdge has already delivered its innovative solution to large multinationals globally like US Navy, American Express, Capita, Coty, HDFC Life, Smart Dubai Government, Mashreq Bank, Borden Dairy, JW Logistics and Genpact to name a few.