

Automation Center

Manage the entire hyperautomation landscape on a single platform

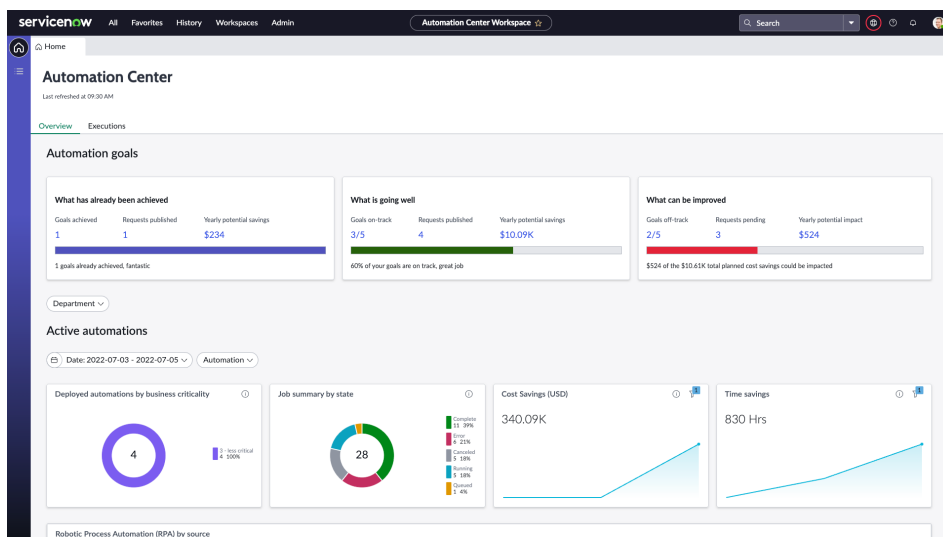
While automation has been a goal for organizations for years, previous technology approaches have actually made the problem worse – particularly those investments which have revolved around multiple point solutions or tools from different vendors such as RPA, integration, low-code, and more. As a result, organizations are struggling with islands of automation, with multiple disconnected point automation tools that are not integrated at the cross-department or cross-enterprise level. This leads to fragmented automation oversight and disjointed views of new automation opportunities. As a result, potential automation benefits are never fully realized and automation leaders are unable to see and manage the big picture across all vendors and departments in the enterprise.

This is where Automation Center comes in.

Centralized, vendor-agnostic automation management

Automation Center is a central repository to manage all automations from any vendor intelligently in a single place. By integrating islands of automation from across vendors into one cohesive whole at the cross-enterprise level, Automation Center enables you to maximize automation business impact with a full view of your entire hyperautomation landscape. Automation Center is a key new capability in Automation Engine – the most complete and cost-effective automation and integration solution for ServiceNow, adding to Integration Hub, RPA Hub, and Document Intelligence all on the Now Platform, the single platform for hyperautomation.

With Automation Center Workspace and dashboards, you can manage the end-to-end automation lifecycle from intake to workflow to publish, view real-time vendor-agnostic analytics to understand automation performance vs. business goals, track time and cost savings, active automations, automation pipeline, operational health, manage incidents and changes to proactively prevent automation failures, all on the same platform as your IT Service Operations.



Automation Center Overview Dashboard: *Oversee vendor-agnostic business performance, active automations, and pipeline.*

What you get:

- Automation Center Workspace
- Overview Dashboard
- Executions Dashboard
- Works out-of-the-box with ServiceNow RPA Hub and Process Optimization
- Automation Center API to integrate with any 3rd party automation

Why it's valuable:

- Gain a holistic view of your entire hyperautomation landscape across your enterprise
- Manage the automation lifecycle from intake through execution in a single, collaborative workspace for all stakeholders
- Oversee automation business performance vs. goals and get insights to improve
- Maximize uptime and prevent failures by creating all robots and bot processes as CMDB CIs
- Simplify your approach to hyperautomation with all capabilities on a single platform
- Manage automation operations on the same platform as your IT Service Operations

Learn more on how Automation Center boosts cross-enterprise automation business value:

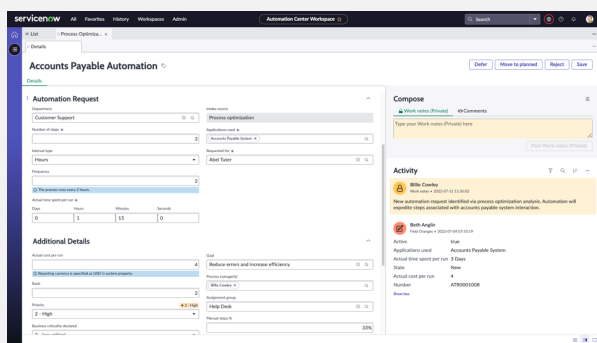


Boost cross-enterprise automation business value

With Automation Center you can oversee and take action on your entire hyperautomation landscape with centralized, vendor-agnostic automation management.

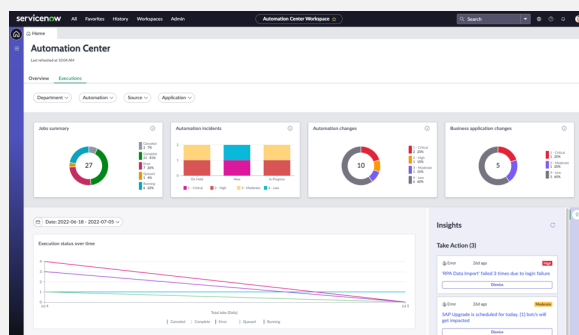
Automation Center Workspace

Discover, prioritize, and act on enterprise-wide automation requests and opportunities from Service Catalog and Process Optimization. Assign tasks and manage the end-to-end automation creation workflow across all stakeholders.



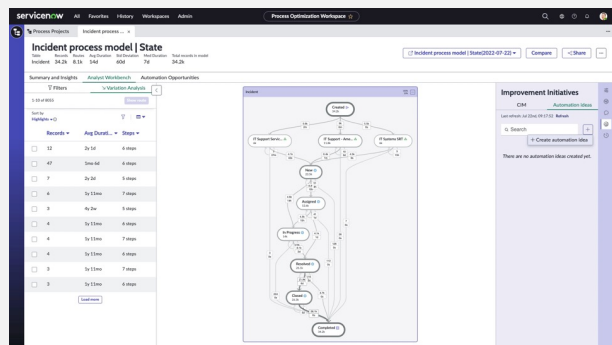
Executions Dashboard

Monitor automation health, job status, incidents, and changes. Central, vendor agnostic hub that subscribes to third-party RPA execution data for unified analytics.



Process Optimization Intake

Ingest automation opportunities from Process Optimization into Automation Center Workspace with one click.



3rd Party RPA vendor integration

Create robots, bot processes, and job executions as CIs in CMDB using the Automation Center API, to proactively prevent automation failures across multiple vendors.

