RESOLVE

# **Actions Express**

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**Product Overview** 

## **Bridge Silos & Automate IT Across the Enterprise**

- Automate everything from the simplest to most complex, laborious, repetitive tasks in minutes, not days
- Close the loop from alert to resolution by automating L1/L2 incident response
- Deploy VSAs (Virtual Support Agents) and NLP technology to provide autonomous resolution of incidents and requests



## Centralized Automation Hub

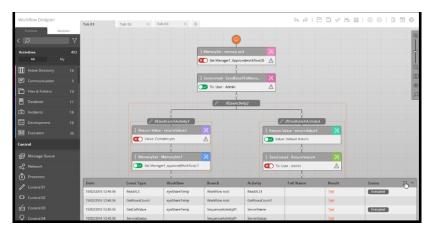
### Ease of use

- Intuitive Visual Drag & Drop workflow designer
- No coding, no scripting
- Easy to maintain low TCO

## Pre-built activities and Workflows

- Out of the box integrations with 70+ products
- Hundreds of pre-built building blocks (activities)
- Short Time To Value
- Active GitHub community adds content daily







Multi-tenancy Support multiple customers from a single server



Reusability

Build a bank of purpose workflows and reuse them



No-Coding No-scripting workflow designer \*



Agentless Rapid time-todeployment



Day One To get your first automated process up and running

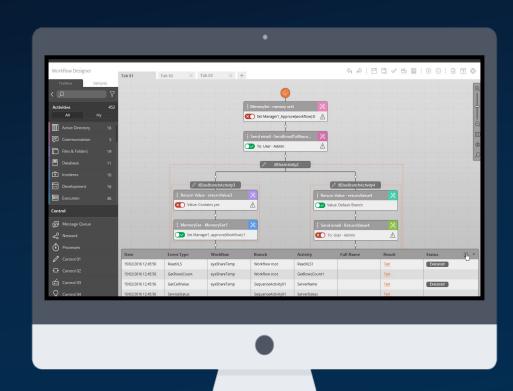


Content Pre-built library of +550 activities and workflow templates



# **No-Code Workflow Designer**

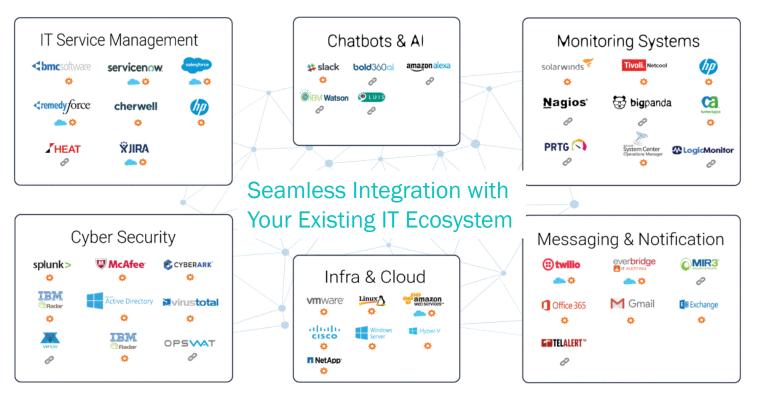
- Angular Web-based Canvas
- Easy to use no coding or programming required
- Extensive pre-built library of activities and end-to-end workflows (500+ 00TB activities)
- Work on multiple WFs simultaneously
- Version Control, History & Roll back
- Zoom in/out, mini map, filter by layers
- Advanced Search, Auto complete Search activity by name or type, Group Activities, Undo changes
- Export/Import Workflows Seamless NG to NG Migration
- Test workflow, Realtime Status
- Expandable textboxes/tables



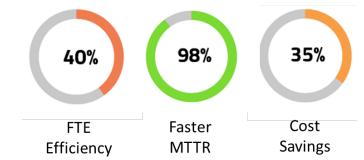


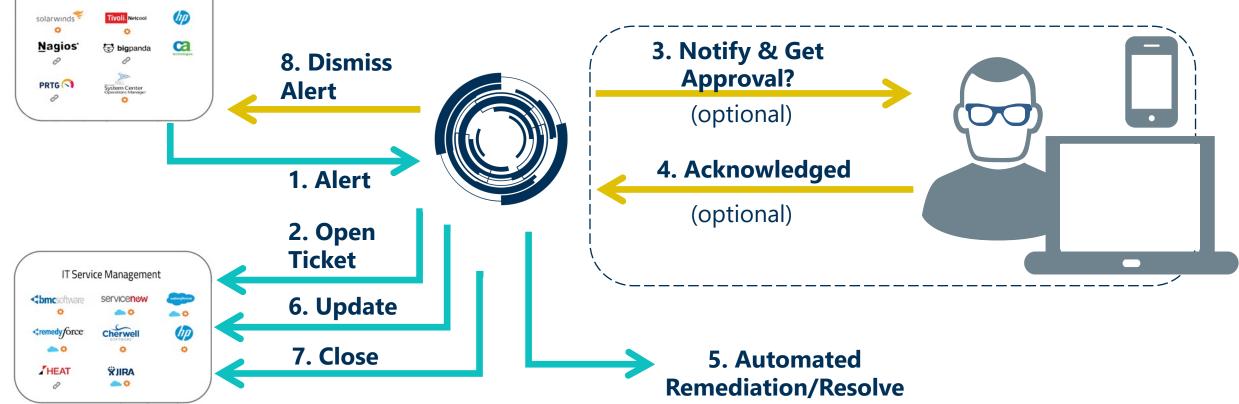
## **Rich API-Based Integration Hub**

- Seamless integration no coding required
- More than 70 pre-built, out of the box integrations available – integrate with common ITSM & ITOM tools, monitoring solutions, applications, and cloud infrastructure
- Additional activities and connectors available on GitHub and supported by our large developer community
- Create your own reusable connectors with a built-in SDK
- Convert any REST API into a workflow activity easily



## **Autonomous Remediation**







Monitoring Systems

# Top 10 Use Cases



PASSWORD RESETS OR UNLOCKING ACCOUNTS



AUTOMATE SQL QUERIES & RESULTS DISTRIBUTION



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ON BOARD & OFF BOARD EMPLOYEES & CONTRACTORS



SETUP/CONFIGURE USER PERMISSIONS





LOW DISK SPACE REMEDIATION



PROVISIONING AWS, AZURE, GOOGLE CLOUD RESOURCES



SERVER PRE & POST-PATCH MANAGEMENT



AUTOMATED PROVISIONING & RESIZING OF VMWARE AND HYPER-V VMs





## **Central Event Dashboard**

- Real-time status of platform consumption
- Utilization and executed workflows
- Measure MTTR
- Track incident KPIs & historical behavior
- Audit Trail
- Automated Event Aggregation

		Workflow Name	<ul> <li>Gassification</li> </ul>	Device / Service	Information	External ID	Assignce	Source	End Time Estimated	Running Workflows Incidents by Severity	Incidents by Source Incidents by
	Sep 3, 2017, 1:44:12 PM		*BOW-IBM	🖵 problem	issue with a web pa			ServiceNow Helsinki			~ ~
	Sep 3, 2017, 1:49:37 PM	ServiceNow Update Ticket	*CAROL2-IBM	🖵 problem	Issue with email	PR80040290		ServiceNow Helsinki			
	Sep 3, 2017, 1:58:32 PM		Network	🖵 incident	Low Disk Space Aler.			ServiceNow Helsinki		896 49	48 49
	Sep 7, 2017, 12:57:18 PM	Assign incident	<ul> <li>Software</li> </ul>	- incident		INC0012164		ServiceNow Helsinki			
	Sep 10, 2017, 1:57:36 PM	Assign Incident, Free up di	Inquiry / Help	Q incident	issue with email	INC0010591		ServiceNow Helsinki		$\sim$	$\sim$
	Sep 10, 2017, 158:47 PM Sep 4, 2017, 455:28 PM	Assign Incident, ServiceNa Check if service is running	Hardware     Hoenvisiam	- incident	Request for help SQL DB Lock Alert	IN C0010993 PRE0040291	Aits	ServiceNow Helsinki ServiceNow Helsinki	Dd:Oh:Om Dd:Oh:Om	Triggered 895 Critical 7	ServiceNov - 48 Down
	Sep 10, 2017, 4:35:28 PM Sep 10, 2017, 2:03:25 PM	Assign Incident, ServiceNo	Software	problem	Request for a new s		ARK	ServiceNow Helsinki		Triggered 895 Critical 7 Scheduled 1 Major 2	ServiceNow - 48 Down
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	Sep 4, 2017, 4:56:39 PM	Assign Incident, Free up dl	Asus & Series	- robert	Issue with a web pa		Admin	ServiceNow Helsinki		Coner 35	
	Sep 6, 2017, 3:29:26 PM		Request	- incident	Issue with a web pa.			ServiceNow Helsinki		MTTR Over Time	
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i li	Sep 7, 2017, 11:52:02 AM		Inquiry / Help	- Incident	Melware found on 1.	INC0012162		ServiceNow Helsinki	0d:0h:0m	70	
1	Sep 8, 2017, 6:10:47 PM		Inquiry / Help	- Incident	eyeShare Test	INC0012166		ServiceNow Helsinki	0d:0h:0m	50	
1	Sep 8, 2017, 6:17:27 PM		Inquiry / Help	🖵 incident	Softek - SNOW Sho.	INC0012167		ServiceNow Helsinki	0d:0h:0m	40	
	Sep 8, 2017, 6:19:58 PM		Inquiry / Help	🖵 incident	Softzek - Example 1	INC0012168		ServiceNow Helsinki		30	
	Sep 9, 2017, 8:46:58 AM		Inquiry / Help	🖵 incident	Malware found on 1.			ServiceNow Helsinki		20	
	Sep 10, 2017, 10:02:27 AM		Software	🖵 incident	Issue with email	INC0012170		ServiceNow Helsinki		0.0	
	Sep 10, 2017, 10:18:18 AM		Software	- incident	issue with email	INC0012171		ServiceNow Helsinki		📮 +BETH-IEM - problem 342 📍	- +BOW-IBM - problem 66
	Sep 10, 2017, 11:12:19 AM		Software	- incident	Issue with email	INC0012172		ServiceNow Helsinki		📮 Acrobet - problem 331 🕇	. AltT Framewor - problem 15
	Sep 10, 2017, 1:26:23 PM		Software	- incident	issue with email	INC0012173		ServiceNow Helsinki		📮 .NET SDK - problem 328 🕇	Detabase - Incident 11
	Sep 10, 2017, 2:14:05 PM Sep 10, 2017, 2:15:55 PM		Software	Uncident	issue with email	INC0012174 INC0012175		ServiceNaw Helsinki ServiceNaw Helsinki		Top 3 Devices / Services	Top 3 Assignees
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	Sep 10, 2017, 2:17:25 PM		Software	- incident	issue with email	INC0012178		ServiceNow Helsinki		problem 9	Alex Hastings
	Sep 10, 2017, 2:17:25 PM		Software	Under:	issue with email	INC0012177		ServiceNow Heisinki		LocalHost 1	
	Sep 10, 2017, 2:17:35 PM		Software	- incident	Issue with email	INC0012179		ServiceNow Helsinki	0d:0h:0m		
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i i	Sep 10, 2017, 2:26:15 PM		Software	- incident	Issue with email	INC0012181		ServiceNow Helsinki	0d:0h:0m		
	Sep 10, 2017, 2:28:05 PM		Software	- Incident	Issue with email	INC0012183		ServiceNow Helsinki	0d:0h:0m		
1	Sep 10, 2017, 2:28:05 PM		Software	- Incident	Issue with email	INC0012182		ServiceNow Helsinki	0d:0h:0m		
	Sep 10, 2017, 2:29:36 PM		Software	Decise	Issue with email	INC0012185		ServiceNow Helpinki	0d:Oh:0m		



## **Enabling End User Self-Service**

- Employees can fulfill their requests easily and independently while relying on validated processes and workflows
- Redesigned Self-Service
  - Single Platform Authentication
  - Face-lift to the Self-Service Portal
  - Sub-Folders structure for better sorting and managing of forms

Form Name										
D Submission History										
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## **Centralized Audit Trail Console**

- Logged details of each workflow executed
- List of all events (external events, scheduled actions, triggers, self service requests, and manual workflow executions)
- Activity log of each event: the event's starting time and the execution of each activity in the triggered workflow

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Audit Trail All I	veris 🗸 🗸	13 D										
Start Date	Policy 1	ype/wre	Source Module	Device No	ne in the second se	Workflow Name		Source		Subject	We	itage
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Sep 5, 2019, 9:51:01 AM	Incoming	g event.	SNOW					SNOW			Eve	4
Sep 5, 2019, 9:50:41 AM	incoming	l ever:	SNOW					SNOW			Ever	2
Sep 5, 2019, 9:50:11 AM	Incoming	l evecc	SNOW					SNOW			Ever	8
Sep 5, 2019, 9:49:51 AM	incoming		SNOW					SNOW			Eve	
Sep 5, 2019, 9:45:31 AM	Incoming	l eveur	SNOW				t Cathing,Demo Wor»	SNOW			Eve	X.
Sep 5, 2019, 9:18:40 AM	Incoming	g event	SNOW			Demo test - Incident		SNOW			Eve	
Sep 5, 2019, 9:03:19 AM	Incoming		SNOW					SNOW			Eve	
Sep 5, 2019, 8:37:29 AM	incoming						t Caching,Demo Wor				Eve	
Sep 5, 2019, 8:16:18 AM Incoming		l everc	SNOW			Demo test - Inciden	t Caching,Derro Wsr≯	SNOW			be	8
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Sep 5, 2019, 9:45:31 AM	Geolovs	getRows1	Executed	Result	Demo test - Incident C	c≯ Workflow Root					Get specified rows	
Sep 5, 2019, 9:45:31 AM	Fing	ping1	At Module		Demo Workflow	Workflow Root		b	ecutor (EC2AMA2-EPO >		Fing EC2AMAZ-EPOG2	14
Sep 5, 2019, 9:45:31 AM	Terminate		Executed		Demo test - Incident C	c»						
Sep 5, 2019, 9:45:32 AM	GetOperatingSystem	getOperatingSystem1	Executed	Microsoft Windows Server 2.	Demo Workflow	Workflow Root		D	ecutor (EC2AMAZ-EPO >		Operating system on L	ocelPiost
Sep 5, 2019, 9:45:33 AM	CPU	cpu1	Executed	75	Demo Workflow	Workflow Root		Ð	ecutor (EC2AMAZ-EPO»		CPU Available on Local	Host
Sep 5, 2019, 9:45:35 AM	ConvertToPlainText	convertToPiainText1	Executed	75	Deno Workflow	Workflow Root						
Sep 5, 2019, 9:45:35 AM	DiskSpace	diskSpace1	Executed	112890.07	Demo Workflow	Workflow Root		b	ecutor (EC2AMAZ-EPO >		Disk Space Available c	on Loc»



## **Out-of-the-Box Workflow Templates**

#### Active Directory:

AD User Synchronization Add User to AD group upon incoming email Add users to group according to Excel file Create disabled users report Create locked users report Create new user accounts from a predefined list Create password never expires report Create users' passwords expiration report (Admin) Delete disabled users Enable/Disable list of users Find AD zombie computers Find AD zombie users Password expiration notification Reset user password by sending text message Set AD user property Unlock locked users User termination procedure

#### Application:

Check if antivirus process is running Check if backup process is over Check if service is running Create anti-virus inventory report Create software inventory report Find top 5 CPU consuming processes Find top 5 memory consuming processes Find unauthorized installed software Kill a stuck process Monitor services on a list of servers Set service credentials Stop and disable service

#### Cisco Tasks:

Backup Cisco configuration Create Cisco routers version report Display IP routing table Overview all interfaces on the router Show router interface status Show router logs

#### Files & Folders:

Archive files older than 30 days and delete original Backup and zip folder Backup files Checks file modification date and time Checks if file exists Compare DLL versions Compare folder's contents Compare two configuration files Compress files larger than 5 MB Delete all empty files Delete all empty folders Delete all MP3 files Delete duplicate rows from a file Delete files older than 30 days Delete largest 5 files upon request Download files and distribute it Find the largest file in the folder Find the newest file in the folder Merge two text files Monitor file access date Monitor log files Read specific line from a text file Replace specific characters in a text file Return number of lines in a text file

#### Excel Automation:

Compare Excel files contents Delete specific rows from Excel files Migrate database table into Excel file Migrate Excel file into database table Read Excel file and send result in HTML format Return number of columns in Excel file Return number of rows in Excel file

#### Database:

Check for errors in a database table Check number of rows in database table Compare two database tables Send SQL query result via HTML

#### FTP Tasks:

Delete OKB files from the FTP server Delete files older than 30 days from FTP server Delete large files from the FTP server Download and delete largest file Download and monitor FTP file download File Management Automation Rename a file on FTP server

#### Incident Management:

Change Management Procedure Incident management procedure Increase incident severity every 10 minutes Monitor incidents that have been opened for over 30 minutes Monitor critical incidents Open incidents report Response action menu Send email to a list of email addresses Send text message to a list of recipients

#### Web Tasks:

Archive old IIS log files List application pools Monitor and recover IIS Monitor and recover website Monitor list of URLs Monitor URL according to IP address Start application pools

#### VMWare Tasks:

Create a list of power off machines Create a snapshot on a list of virtual machines Create snapshots report Create VMs and the port Create VMs inventory report Delete old snapshots Delete specific snapshot on a list of virtual machines Deploying virtual machine from template Power on list of virtual machines

#### System Tasks:

Automate Linux command Create OS inventory report Create servers' status report Free up disk space Monitor backup loa Monitor disk space Monitor mail service using an external address Monitor servers' availability Monitor servers' uptime Monitor system event loa Servers log off procedure Servers restart procedure Servers shutdown procedure Switch to DRP Wake on LAN procedure Switch to standby Workstation hibernate procedure

#### Security & Compliance:

Alert when admin account created Audit changes to security policies Audit failed login attempts Disable root login Linux Find services which are running with admin user Monitor if user was added to a local security group Monitor security event log Start anti-virus service Start Windows firewall

## **Single or Multi-Tenant Deployment**

- Multi-tenant architecture takes the single tenant architecture and replicates it several times on a single server
- Different tenants remain completely unrelated to each other
- There is separation at the database level, so no information is shared across tenants
- Ideal for MSPs managing multiple customer environments, as well as for companies that require data separation between departments (each department becomes a tenant)



## **Platform Authentication**

- Active Directory 2019
- Account Management
- Active Directory Forest Support
- Azure AD Integration
- Integrate directly with Azure Active Directory. Sync users and manage user accounts, with Azure AD as the system of record
- SAML SSO



## **Enhanced Security**

## Incident Management

- Enables swift response to any potential incident
- Integrated within the overall corporate cyber incident response plan, covering emergency incidents, escalation, and public vulnerability disclosure

## Cloud Implementation

- Customers benefit from the high security standards and policies that cloud platforms like AWS and Azure provide, with Actions Express functioning as a service
- ISO 27001 certifiedTLS 1.2 Support
- AD 2019 Account Management
- User Roles Management
  - Ability to provide your users with just the right set of permissions



# RESOLVE.