JioCloud

Process Automation

Overview

JioCloud Process Automation is a robust and intelligent automation platform that helps organizations improve the efficiency and scalability of their business operations. It enables digital transformation by automating rule-based, repetitive tasks using attended and unattended bots. With more than 30 prebuilt bots and support for 30+ technologies, Process Automation brings precision and speed to core business functions. The platform features both agent-based and agentless frameworks, allowing enterprises to tailor their automation strategies based on unique operational, security, and compliance requirements. Whether deployed for infrastructure, application maintenance, or service desk operations, Process Automation drives productivity and reduces costs through streamlined execution and proactive task handling.

Key Features

- **Workflow designer**
  Drag. Drop. Deploy. Create workflows with reusable task blocks.

- **Vault**
  Secure credential storage with API and token-based access.

- **Utilities**
  Enables one-touch automation, allowing users to select and execute readily configured BOTs.

- **Self-healing bots**
  Ability to integrate with Observability module, to detect and resolve infrastructure or app issues automatically.

- **Integration ready**
  Easily integrate with third-party tools via REST APIs.

- **Agent-based and agentless automation**
  Choose your framework for optimal flexibility and control.

- **Worker modules**
  Run processes securely within enterprise networks.

Benefits

- **Reduce operational costs by 30%**
  Eliminate manual interventions and reduce incident load.

- **Automate up to 70% of rule-based IT tasks**
  Cover patching, compliance, health checks, and reporting.

- **Free up 50% of team bandwidth**
  Spend less time fixing issues, more time building solutions.

- **Accelerate execution**
  Improve business process efficiency and reduce execution time.

- **Move toward AI ops**
  Enable intelligent automation with learning self-healing bots.

- **Flexibility and adaptability**
  Organizations can choose the appropriate framework based on specific use cases, such as using agent-based automation for high-security environments and agentless automation for rapid deployment scenarios.

- **Enhanced security and compliance**
  Organizations can implement stringent security measures where necessary through agent-based automation while maintaining broader oversight with agentless methods.
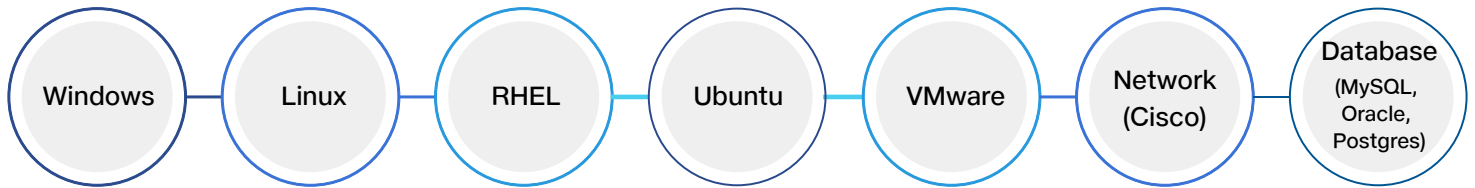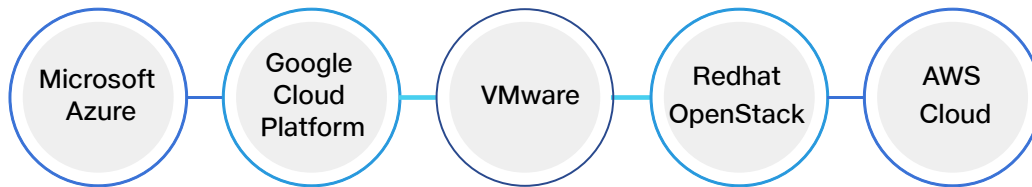
The Approach

ASSESS — **ANALYZE** — **DESIGN** — **DEVELOP** — **IMPLEMENT**

ASSESS
- Understanding the current environment (people, process, and technology)
- Identifying the transformation objectives

ANALYZE
- Understanding the cost involved to automate, and evaluate the time and efforts
- Identifying automation opportunities by recognizing the commonly performed activities

DESIGN
- Identifying and avoiding automation of bad processes in the design
- Standardizing the input data source for effortless validation

DEVELOP
- Breaking down processes into multiple workflows:
  - Reusable
  - workflows
  - Error handling
  - Logging and audits

IMPLEMENT
- Implementing a transparent model for business users and stakeholders
- Implementing governance and reporting mechanisms

Infrastructure

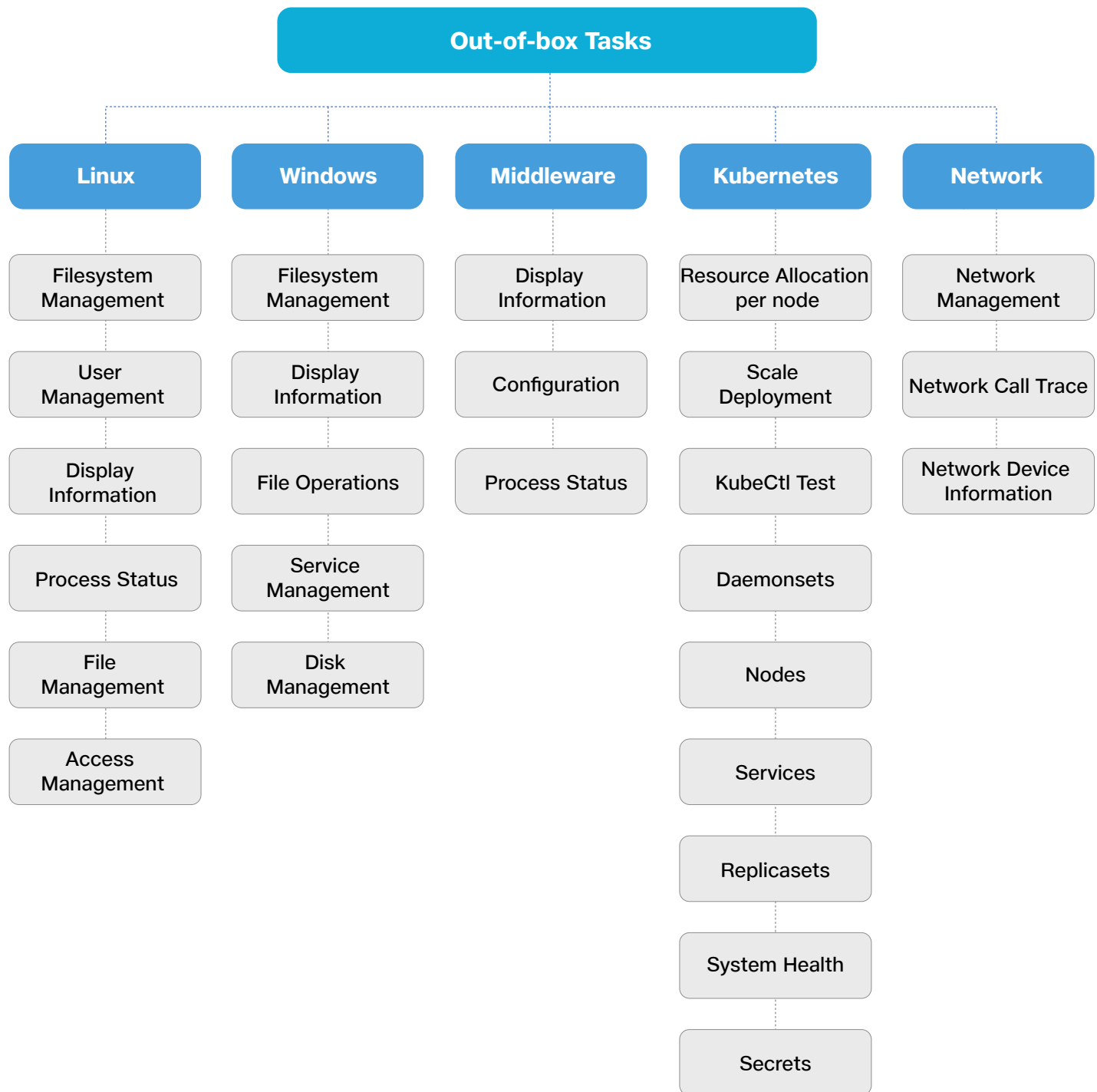Windows — Linux — RHEL — Ubuntu — VMware — Network (Cisco) — Database (MySQL, Oracle, Postgres)

Cloud

Microsoft Azure — Google Cloud Platform — VMware — Redhat OpenStack — AWS Cloud

Security

Hashicorp

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Out-of-box Tasks

Linux

- Filesystem Management
- User Management
- Display Information
- Process Status
- File Management
- Access Management

Windows

- Filesystem Management
- Display Information
- File Operations
- Service Management
- Disk Management

Middleware

- Display Information
- Configuration
- Process Status

Kubernetes

- Resource Allocation per node
- Scale Deployment
- KubeCtl Test
- Daemonsets
- Nodes
- Services
- Replicasets
- System Health
- Secrets

Network

- Network Management
- Network Call Trace
- Network Device Information

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Potential Use Cases

- **Automated infra health checks**
  Monitor CPU, memory, and network - and fix issues proactively.

- **Service restarts and provisioning**
  Recover or scale services across environments instantly.

- **ITSM and compliance**
  Automate CMDB updates, password resets, and patch validations.

- **Security and backup**
  Resolve incidents and trigger backup workflows seamlessly.