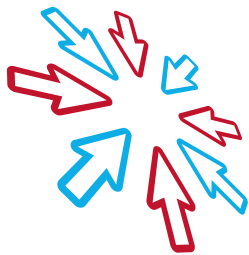


**Bringing Automation to The Cloud**

# On Premise, Cloud and Hybrid Automation



**Kelverion**

[www.kelverion.com](http://www.kelverion.com)

## Introduction to Kolverion

Kolverion is an established systems integration and software development organisation specializing in IT Process Automation solutions. For the last six years we have been applying our automation expertise to help Microsoft On-Premise Datacentre Customers drive Operation efficiencies and cost savings by leveraging automation. We are now bringing this expertise to the Microsoft Azure cloud.

Kolverion has a portfolio of over 35 solutions for multi-vendor (Amazon, BMC, CA, Cisco, VMware, ServiceNow) environments including automated patching, self-service, service desk integration, dev-ops, event remediation, client and server provisioning

for the Microsoft Azure and Orchestrator automation platforms.

Our newest product the Runbook Studio is aimed at IT professionals who do not have much experience or knowledge of PowerShell but still want to leverage the power of Microsoft's new cloud based automation tool Azure Automation.

We now have over 30 Integration Packs, Integration Modules and utilities to make Orchestrator and Azure Automation easier to use and 7 Automation Solutions built with more in the pipeline.

## Product Pricing

Our Automation Solutions start at \$6,000 per customer and increase in price depending on the specific Kolverion Orchestrator Integration Packs or Azure Automation Integration Modules required to operate the solution.

Integration Packs range from \$2,000 to \$15,000 per licence including first year of software maintenance. A licence is required per Orchestrator Database instance, so typically customers require one licence for production plus licences for non-production environments.

After the purchase of a Production Licence all Non-Production licences purchased get a 50% discount of list price.

Integration Packs are licenced per Orchestrator Database Instance. It doesn't matter how many Runbooks Servers or Runbook Designer clients make up the Orchestrator instance, we licence per Orchestrator Database Instance.

Integration Modules are licenced per Azure Subscription with a typical price of \$300 per month for 12months.

# Automation Solutions

## Automated Patching

Monthly patch deployments of software and security updates can be very time consuming unreliable process, which leaves companies with huge security and compliance issues.

The Keverion Automated Patching Solution is designed to remove the administrative overhead of this patching process and to increase the flexibility and reliability offered by the patching process. This is achieved by automating the tasks but also by pushing the ownership of the device patching schedule back to the device owner (server team \ web team \ Application Development team etc.) which increases the control and stability of systems whilst patches are deployed.

Device owners define which patch schedule they require for their devices via an automated service request from the Service Desk portal.

Patch deployment is done via a Change Request raised in the Service Desk portal. Automation then controls when a SCCM patch deployment is enabled, to prevent unrequired reboots of critical systems outside of an approved change control window. This is achieved without the requirement to setup and maintain complex maintenance windows in SCCM.

The Solution also enables the ability for SCCM to raise patch deployment failures as SCOM Alerts, so it is immediately obvious which devices require patch remediation.

## Self-Service Software Provision

The Self-Service Software Provision Solution enables System Center 2012 users to request and deploy new software from a Service Request portal. Users request Software Titles from a Software Catalogue and when the request is approved the software is automatically installed via Configuration Manager.

This Orchestrator driven solution delivers a number of fully automated functions;

- Service Manager Service Catalogue Request being received
- Dynamic Approval Workflow in Service Manager
- Software automatically deployed via Configuration Manager

The offering can be easily extended to enable heterogeneous system support such as using your own third party Service Catalogue or Change Request System

## CMDB Population Solution

The CMDB Population Solution enables System Center 2012 users to populate their CMDB with the Asset data actually collected by their System Center tools. Asset data collected by SCOM, SCCM, SCVMM and Active Directory can all be entered automatically into your CMDB via Orchestrator.

This Orchestrator driven solution delivers a number of fully automated functions;

- Populate your CMDB with all New Assets discovered by the System Center 2012 suite.
- Automatically update your CMDB with changes to Assets
- Automatically builds Relationships between Assets as discovered and defined by the System Center 2012 suite.
- Deletes Assets from your CMDB when you delete them from your System Center 2012 management tools.
- You define what data you want in your CMDB and what you don't

The CMDB Population Solution offering supports the following Target systems;

- BMC Atrium 7.6.04 to 8.1 and 9.0
- ServiceNow
- CA Service Desk Manager r12 and r14 CMDB

## VM Provisioning and Management Solution

The VM Provisioning and Management Solution enables Users to create and manage Virtual Machine instances either on premise or in the public cloud from the same Service Request portal. The automation solution supports instances hosted on Microsoft HyperV, VMware, Citrix XenServer, Microsoft Azure and Amazon EC2.

This Orchestrator driven solution delivers a number of fully automated functions;

- Service Manager Service Catalogue Request portal
- VM automatically deployed in infrastructure based on portal selections
- Windows or Linux VMs Created
- VMs automatically deleted when lease period expires

The offering can be easily extended to enable heterogeneous system support such as;

- Use your own third party Service Catalogue or Change Request System
- Create VM CI in your own third party CMDB
- Self-Service migration of VMs between Hypervisors

## Operations Manager 2012 Connectors

With Microsoft System Center 2012 Operations Manager connections to other EM tools or Service Desks are now provided via System Center 2012 Orchestrator. Kolverion have developed a series of Runbook Solutions for Operations Manager 2012 that deliver bi-directional communication to Enterprise Management Tools and Service Desks.

These Connectors deliver a number of inter-connection functions;

- Event forwarding
- Automatic Incident Ticket creation
- Automatic update of the SCOM Event to record the Service Desk Ticket ID
- Monitoring of the target EM tool or Service Desk in order to automatically resolve the original Operations Manager Event once the Event is Resolved on the target system.

Target Systems:

- BMC Remedy ARS
- HP Service Manager
- ServiceNow
- CA Service Desk Manager
- HP Operations Manager
- IBM Tivoli Netcool/OMNIBus
- BMC Event Manager (BEM)
- BMC ProactiveNet

## New User On boarding Solution

The tasks related to setting up a new user are generally simple, but time consuming and often are not completed in time for the new employee or contractor to start working.

This solution enables System Centre 2012 owners to setup new users quickly, consistently, and securely. Out of the box the Solution has the following steps:

- Create Active Directory User
- Setup Email Account
- Populate Active Directory Fields like Employee ID
- Add Group Membership
- Add Send As Rights
- Setup Lync
- Setup Virtual Desktop
- Setup Remote Access
- Set Employee Start and End Times

Within the framework of the solution other steps are easily added and customizing the default steps is straight forward.

## Ticket and Dev Ops Synchronisation

In many companies the technical resolution teams involved in Incident Management use a different Service Desk to the first line call handlers who engage with the end user. This can be either because of internal process boundaries, the Application Developers use Dev Ops tools like Atlassian Jira or the fact that some Incident resolution is provided by third party Service Providers. Increasingly rather than manual passing over of work, companies are looking for a support group to be assigned and the ticket is automatically created on the third party Service Desk.

This Orchestrator driven solution delivers a number of fully automated functions;

- Service Desk to Service Desk or Service Desk to Dev Ops tools connector
- Automatic Incident Ticket / Issue creation on third party system when ticket is assigned to the relevant support group
- Updates to the ticket automatically synchronised between the two systems

## Coming Soon

Kolverion will be building more Automation Solutions. In the Pipeline are:

- Operations Manager Event Enrichment
- Incident Remediation
- Daily Checks

If you have a requirement which we current do not meet today please contact us to discuss this at [info@kolverion.com](mailto:info@kolverion.com)

## Cloud Automation

For customers running Cloud datacenters or who do not want to deploy on premise automation tools Kelverion supports Microsoft's cloud based automation product Azure Automation.

### Kelverion Runbook Studio

The all new Kelverion Runbook Studio provides rich graphical authoring of Azure Automation Runbooks without the need for a permanent internet connection.

The Runbook Studio is aimed firmly at IT professionals who do not have much experience or knowledge of PowerShell but still want to leverage the power of Microsoft's new cloud based tool Azure Automation.

For experienced PowerShell users the Runbook Studio increases your productivity and makes your solution more supportable in the longer term. On-going maintenance and operation does not need detailed PowerShell knowledge.

The Runbook Studio enables users to create Runbooks using the same script free, code free, graphical authoring approach they have become used to with System Center 2012 Orchestrator. Once the Runbook design is complete the tool will automatically generate Azure Automation Graphical Runbooks for upload and execution from Azure Automation.

The Runbook Studio also provides a workspace to manage all of your Assets across multiple Automation Accounts and even multiple Azure Subscriptions from within one view.

One of the biggest challenges with leveraging PowerShell as an integration mechanism is the need for you as the designer to define exactly what target form, fields, data type and values you want when you come to call the commandlet. This means you need to have a deep working knowledge of the configuration of the target system.

The Runbook Studio also has full integration with Kelverion's growing library of Integration Modules for Azure Automation. These offer a unique discovery API which allows the modules to interrogate the target third party system and dynamically discover its configuration and setup, in exactly the same way that Kelverion's existing Orchestrator Integration Packs operate.

At Runbook design time the Runbook Studio hooks in to this discovery API and dynamically configures the commandlet inputs and outputs based on the data returned from the target system.

## Third Party Integration Modules

### BMC Atrium CMDB

This Integration Module enables users to Create, Update, Get and Delete CI and Relationship data in BMC Atrium.

The Integration Module supports BMC Atrium version 7.6.04 to 8.1 and 9.0

### BMC Remedy ARS

This Integration Module enables users to Create, Delete, Update and Get records in BMC Remedy ARS.

The Integration Module for BMC Remedy ARS supports Remedy; Versions 7.0, 7.1, 7.5, 7.6, 8.0 8.1, 9.0 and Remedy OnDemand

### SQL Server

This Integration Module provides significantly improved capabilities and an enhanced user experience over writing native SQL interaction via PowerShell in Azure Automation Runbooks. Capabilities added for SQL

Server database interaction include:

- Provides script free interaction with SQL Server
- Simplifies Runbook design by automatically mapping table columns to Azure Automation input properties, filters and published data items.

Provides ready built activities to:

- Select , Insert, Delete, Update Rows
- Execute a SQL Stored Procured

The Integration Module supports SQL Server 2012 and Azure SQL Server.

### ServiceNow

This Integration Module enables users to Create, Delete, Update and Get Records in ServiceNow. Integrates with all ServiceNow tables including; Incident, Change, Problem, Service Catalogue and CMDB.

The Integration Module supports current ServiceNow releases including Geneva.

# On Premise and Hybrid Automation

For customers running on premise datacenters or who want to provision and manage cloud datacenters from the on premise infrastructure Kelverion supports Microsoft's on premise automation product Microsoft System Center 2012 R2 Orchestrator.

Kelverion also supports hybrid automation scenarios where automation is provided by Azure Automation and Orchestrator working together in a combined automation solution.

## Third Party Integration Packs

### Amazon EC2

This Integration Pack enables pre-defined integration and automation capabilities associated with provisioning and managing Amazon EC2 instances, including a powerful 'Run EC2 Action' activity which runs all available EC2 actions. Ready Built Activities include;

- Attach and Detach Network Interface and Volume
- Copy AMI and Snapshot
- Create AMI, Snapshot, Volume
- Delete Snapshot, Volume
- Instance Launch, Start, Stop, Reboot and Terminate

### Atlassian Jira

This Integration Pack provides pre-defined integration and automation capabilities associated with Issue tracking including monitoring, creating and updating Issues in Atlassian Jira and allows Service Desk Incident to Development Issue Tracking Synchronisation.

The Integration Pack supports Atlassian Jira 6.0 to 6.3 and 7.1.1

### BMC Atrium CMDB

This Integration Pack enables users to Create, Update, Get and Delete CI and Relationship data in BMC Atrium. It is also possible to Monitor Atrium for new or changed CIs to maintain consistent updated CI information in disparate Service Desks and other tools.

The Integration Pack supports BMC Atrium version 7.6.04 to 8.1 and 9.0

### BMC BladeLogic Server Automation

This Integration Pack provides pre-defined integration and automation capabilities associated with BladeLogic server management activities, including server configuration, server configuration comparison (audit) and software package deployment. The IP also provides an activity to generically access the BladeLogic CLI, which allows users to perform most BladeLogic tasks.

The Integration Pack supports BMC BladeLogic versions 8.1, 8.2, 8.3 and 8.5.

### BMC Event Manager (BEM) and ProactiveNet

This Integration Pack enables users to Create, Update and Get Events in BMC BEM, the IP can also set the Event status. It is also possible to Monitor BEM for new or changed Events to automate the first level diagnostics process.

The Integration Pack supports BMC BEM version 7.4.

ProactiveNet versions 8.6.02, 9.0.20 and 9.5.00

### BMC Remedy ARS

This Integration Pack enables users to Create, Delete Update and Get records in BMC Remedy ARS. It is also possible to Monitor Remedy for new or changed service requests to automate the diagnostic/ remediation process.

The Integration Pack for BMC Remedy ARS supports Remedy; Versions 7.0, 7.1, 7.5, 7.6, 8.0 8.1, 9.0 and Remedy OnDemand

### CA Service Desk Manager and CMDB

This Integration Pack enables users to Create, Update, Get, Close, and Transfer objects in CA Service Desk. It is also possible to Monitor CA Service Desk for new or changed objects to automate the diagnostic/ remediation process.

The IP also supports full interaction with the CA SDM CMDB functionality offering Create, Update, Delete CIs and Relationships

The Integration Pack supports CA Service Desk Manager 12.7, 12.9 and 14.0

### CA Spectrum

This Integration Pack provides pre-defined integration and automation capabilities associated with CA Spectrum including monitoring, creating and updating alarms and events.

This Integration Pack supports CA Spectrum 9.2 and 9.4

### **Cisco Application Networking Manager (ANM)**

This Integration Packs provides pre-defined integration and automation capabilities associated virtual network provision, extending the capability of System Center in the Data Center. The Integration Pack enables Users to Activate, Get and Suspend DNS Rule, Servers and Server Farm objects in ANM.

This Integration Packs supports Cisco Application Networking Manager 5.2

### **Cisco Nexus 1000V**

This Integration Packs provides pre-defined integration and automation capabilities associated with network provision, extending the capability of System Center in the Data Center. The Integration Pack enables Users to Create, Update, Get and Remove a wide range of objects in Nexus 1000V.

This Integration Packs supports Nexus 1000V on Microsoft HyperV

### **Cisco Prime Infrastructure**

This Integration Packs provides pre-defined integration and automation capabilities associated with Alarm management functionality in Cisco Prime. The Integration Pack provides the ability to Get Alarms, Get Devices, Get Events, Monitor Alarms and Monitor Events in Cisco Prime Infrastructure.

This Integration Packs supports Cisco Prime Infrastructure 2.2 and 3.0

### **Citrix XenDesktop**

This Integration Pack enables pre-defined integration and automation capabilities associated with provisioning and managing Citrix XenDesktop Virtual Desktop instances, including a powerful 'Run PowerShell Script' activity which runs all available XenDesktop PowerShell actions.

Automate the creation of VDI resources in XenDesktop directly from Service Requests or automated resource scaling. De-allocate VDI to reclaim assets and licenses for re-use.

Automate the management of XenDesktop resources i.e. provide Self Service reset of locked VDI Sessions.

This Integration Packs supports Citrix XenDesktop 7.0

### **Citrix XenDesktop**

This Integration Pack enables pre-defined integration and automation capabilities associated with provisioning and managing Citrix XenServer Virtual

machines and XenServer Farms including;

- Provision, Reboot, Shutdown, Suspend, Update, Clone & Migrate XenServer VMs
- Add / Remove / Modify NICs, ISOs, VLANs, Storage and Snapshots
- Create a Xen Pool, Add Hosts to a Xen Pool Get, Reboot, Shutdown and Evacuate a Host

Automate the creation of Virtual resources in XenServer directly from Service Requests or automated resource scaling. De-allocate VMs to reclaim assets and storage for re-use.

This Integration Packs supports Citrix XenServer 5.5 - 6.2

### **IE Automation**

This Integration Pack delivers a range of re-usable objects to allow automatic interaction with the Web based applications via Microsoft Internet Explorer. The Integration Pack enables typing into fields on a Web Form and the simulation of clicking buttons to automate data entry into an Application via a Web based User Interface.

This Integration Packs supports Microsoft Internet Explorer 6, 7, 8 or 9

### **Microsoft Azure Active Directory**

This Integration Packs provides pre-defined integration and automation capabilities associated with user management functionality in the Azure Active Directory environment.

The Ready Built activities provide the ability to:

- Add Users and User Licenses
- Get Users and User Licences
- Remove Users and User Licenses
- Update Users, User Password and a User UPN

### **Microsoft Office 365**

The Integration Pack provides a set of activities for Office 365 Exchange and a set for Skype for Business.

The Ready Built activities provide:

#### **Exchange Activities;**

Add Distribution Group, Add Distribution Group Member, Add Transport Rule, Disable Mailbox Litigation Hold, Enable Mailbox Litigation Hold, Get Distribution Group, Get Distribution Group Members, Get Mailbox Litigation Hold, Get Transport Rule, Remove Distribution Group, Remove Distribution Group Member, Remove Transport Rule, Remove Transport Rule Action, Set Transport Rule Action,

Update Distribution Group, Update Distribution Group Members, Update Mailbox Litigation Hold, Update Transport Rule

### **Skype for Business Activities;**

Get Client Policy, Get Conferencing Policy, Get Dial Plan, Get External Access Policy, Get Hosted Voicemail Policy, Get Online User, Grant Client Policy, Grant Conferencing Policy, Grant Dial Plan, Grant External Access Policy, Grant Hosted Voicemail Policy, Remove Client Policy, Remove Dial Plan, Remove Hosted Voicemail Policy

### **Microsoft Team Foundation Server (TFS)**

This Integration Packs provides pre-defined integration and automation capabilities associated with Issue tracking including monitoring, creating and updating Work Items in Microsoft Team Foundation Server and allows Service Desk Incident to Development Issue Tracking Synchronisation.

The Integration Pack supports Team Foundation Server 2010 and 2013

### **Nagios XI**

This Integration Pack provides pre-defined integration and automation capabilities associated with Nagios XI activities, including monitoring, getting and acknowledging system statuses. As Nagios XI is a state based system the primary use case is for Nagios to other Event Management systems.

The Integration Pack supports Nagios XI 2014R1.4 and 2014R2.0

### **ServiceNow**

This Integration Pack enables users to Create, Delete, Update and Get Records in ServiceNow, upload/download attachments and run Scripted Web Service calls. It is also possible to Monitor ServiceNow for new or changed service records. Integrates with all ServiceNow tables including; Incident, Change, Problem, Service Catalogue and CMDB

The Integration Pack supports current ServiceNow releases Eureka, Fuji and Geneva.

### **Windows Automation**

This Integration Pack enables Orchestrator to exchange data and execute commands or mouse clicks via an Application Window running on the Runbook Server. For example interaction with a Mainframe application via a TN3270 window.

### **VMware vSphere**

This Integration Pack enables pre-defined integration and automation capabilities associated with provisioning and managing VMware vSphere VMs. Ready Built Activities include;

- Create VM and Create VM from Template
- Delete VM
- Get Datacenter, Datastore, Folder, Guest OS, Host, Network, NIC Option, Resource Pool, VM, VM Device, VM Status
- Start, Stop, Suspend VM
- Update VM

The Integration Pack supports VMware vSphere version 6.0

## **Orchestrator Enhancement Integration Packs**

Performing some functions in Orchestrator using the 'out of the box' functionality can be complex and inefficient. Kelverion have therefore produced a set of Enhancement Integration Packs which simplify and improve the day to day operation of Orchestrator. We these extensively in all our Services engagements.

These Integration Packs are available separately or as part of the Orchestrator Enhancement Pack.

### **Data Manipulation**

Native text parsing in Orchestrator is challenging and often you have to create a unique parse command or Xpath Query Activity for each individual item you need to extract from a data source.

This Integration Pack provides highly customizable objects that allow users to parse, manipulate and compose detailed XML, JSON, HTTP or CSV textual information in a single activity and to present each extracted data field automatically as an individual item on the Orchestrator Published Databus.

### **E-Mail**

Orchestrator only has native support for Microsoft Exchange Email systems. Therefore companies without an Exchange infrastructure cannot add email send and respond functions into their automated processes.

This Integration pack enables Orchestrator to Send, Receive and manage Email messages via POP3, IMAP and SMTP. Thus customers with non-Exchange Email systems such as; IBM (Lotus) Notes, Google Mail etc. can now leverage Email as part of an automated IT process.



## Microsoft System Center 2012 - Free

Microsoft provides a suite of Orchestrator Integration Packs for their System Center 2012 toolset, however, these Integration Packs lack certain capabilities that many Orchestrator users desperately need to automate their System Center 2012 deployments.

Therefore Kolverion have released this free Integration Pack which adds 30+ automation tasks to the existing Microsoft System Center 2012 Integration Pack capabilities and covers;

- Configuration Manager 2012
- Operations Manager 2012
- Service Manager 2012
- Microsoft Azure Compute Virtual Machines
- Microsoft Azure Automation
- Service Management Automation (SMA)

### Run SCCM Task

Add Distribution Point, Add Software Update To Group, Create Package, Create Program, Create Site System Server, Create Software Update Group, Get Device, Get Distribution Point, Get Package, Get Site System Server, Get Software Update, Get Software Update Group, Import Computer, Remove Device, Start Content Distribution, Synchronize Software Update, Update Package, Update Software Update Group

### Run SCOM Task

Get Management Pack, Get Rule, Get Monitor, Get Class, Get Class Instance, Get Task, Start Task, Get Task Result, Reset Monitoring State and Install Agent

### Run SCSM Task

Get Base Configuration Item, Get Class, Get Class Instance, Get Relationship, Get Relationship Instance, Remove Class Instance

### Run Azure Compute Task

Add VM Endpoint, Get VM Endpoint, Get VM Endpoint ACL, Get VM Image, Remove VM Endpoint, Set VM Availability Set, Update VM Endpoint, Update VM Endpoint ACL

### Run Azure Automation Task

Get Automation Job, Get Automation Runbook, Resume Automation Job, Start Automation Runbook, Stop Automation Job, Suspend Automation Job

### Run SMA Task

Get Job, Get Runbook, Resume Job, Start Runbook, Stop Job, Suspend Job

## Microsoft SQL Server

This Integration Pack provides significantly improved capabilities and an enhanced user experience over the native database activities shipped with Orchestrator. Capabilities added for SQL Server database interaction include:

- Simplifies Runbook design by automatically mapping table columns to Orchestrator input properties, filters and published data items.
- Improves performance by using connection pooling to reduce the overhead of repeatedly opening and closing database connections.
- Introduces the ability to monitor database tables for new and/or modified rows.
- Provides ready built activities to:
  - Select , Insert, Delete, Update, Join and Monitor Rows
  - Execute a SQL Stored Procured
  - Run your own custom SQL Query whilst still leveraging the shared SQL connection

The Integration Pack supports SQL Server 2005, 2008, 2008 R2 and 2012

## Network Messaging

This Integration Pack enables Orchestrator to exchange data with other Systems and custom or legacy applications using HTTP, HTTPS and TCP mechanisms. The Integration Pack provides a range of re-usable activities to automate IT-Functions such as:

- Send HTTP/TCP - send string data to a location listening on HTTP, HTTPS or any other defined TCP address and port
- Monitor HTTP/TCP – listen for incoming requests on HTTP, HTTPS or any other defined TCP port and initiate Orchestrator Runbooks to transform and process the data

## Oracle Databases

This Integration Pack provides significantly improved capabilities and an enhanced user experience over the native database activities shipped with Orchestrator. Capabilities added for Oracle database interaction include:

- Simplifies Runbook design by automatically mapping table columns to Orchestrator input properties, filters and published data items.
- Improves performance by using connection pooling to reduce the overhead of repeatedly opening and closing database connections.
- Introduces the ability to monitor database tables for new and/or modified rows.
  - Select , Insert, Delete, Update and Monitor Rows

The Integration Pack supports Oracle 10g Release 2

## Runbook Management

One of the challenges of Orchestrator is 'How do we achieve automation management of the automation tool?' The Runbook Management IP enables users to easily retrieve the status of Runbook jobs as well as stop and start Runbooks themselves without the need of complex external scripts.

## Runbook Surveyor

When you have created a series of Runbooks in Orchestrator you will be required at some point to document your Runbooks. This utility enables users to automatically document their solution. Runbook Surveyor produces a series of Visio Diagrams and a Word Document detailing your complete Runbook configuration.

## Text Manipulation

This Integration Pack contains a number of easy to use activities which enable users to perform a variety of text manipulation tasks, such as splitting, joining and comparing text, which can be very difficult to achieve using Orchestrator's native published data manipulation functions.

# Services

Kelverion have three stands to a delivery and support services;

- Training
- Professional Services
- Runbook Support

## Training

To help IT Professionals learn Orchestrator Kelverion provides both on-site and web based training courses so you can tailor your training to your own business needs. We also offer bespoke training based around specific customer needs.

**Orchestrator On Site Training Course** provides a 2 day training course on implementing Orchestrator and using the Runbook designer to build Runbooks. This is an instructor led course with lab exercises. Maximum 8 Attendees.

**Orchestrator Web Based Training Course** comprises as series of instructor led web conference modules which both talk about and demonstrate various aspects of using Orchestrator and designing Runbooks. Maximum 4 Attendees.

## Professional Services

Kelverion have implemented many large and complex Orchestrator implementations and have a huge amount of experience in architecting automation solutions, setting up and tuning Orchestrator environments and Runbooks for optimum performance. All of our consultants have many years of Orchestrator implementation experience.

Our services can be engaged by customers or Microsoft partners as dedicated resources, staff augmentation or as consultants to your own automation team.

## Orchestrator Enhancement Pack

Orchestrator Enhancement Pack is a bundle containing the key Enhancement Integration Packs which most customers need to deliver their automation project, all packaged and sold for a Single Licence and Maintenance price.

The Enhancement Pack consists of the Integration Packs for:

- Data Manipulation
- Microsoft System Center 2012
- Network Messaging
- Oracle
- SQL Server
- Runbook Management
- Runbook Surveyor
- Text Manipulation

## On Demand Integration Packs

If you need an Integration Pack for a product that isn't available today then look no further. Kelverion are continuously looking for new products to interface to and are happy to discuss any requirements with customers or Microsoft partners.

Contact us at [info@kelverion.com](mailto:info@kelverion.com)

## Runbook Support

Kelverion offers support and guidance services to customers and partners on all aspects of IT Process Automation. There are two key support offerings Diagnostic Services and Call Off Support.

The diagnostic service goes beyond what is offered by a traditional support engagement as we look not only at Orchestrator but also at the underlying infrastructure hosting the tools, as often poor performance is due as much to the environment as to the Runbooks themselves. We offer short services engagement solutions (typically 5 days) where one of our consultants will work with you to determine where the fault is occurring, why workflows are performing slowly or investigate the platform environment. Our consultants will then make a series of recommendations on how to resolve your problems and improve the performance and reliability of your installation.

For Customer's looking for a formal and regular remote Orchestrator support and guidance service we offer our Call Off Support Service.

The Call Off Support solution is a flexible offering where customers engage as required to cover Runbook support issues, implementation guidance or solution design and architecture. The service is tailored to the level of support you require and the flexibility in using the time purchased.

Support contracts have for example covered:

- 1 or 2 days support every month for a 12 month term
- 8 – 10 hours call of consultancy per month on a 12 month term

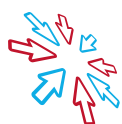
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