

EMA Radar Report for Workload Automation Q4 2021

October 2021

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Customer Perspectives

“We haven’t found anything we cannot make work to orchestrate with Automic.”



Overview

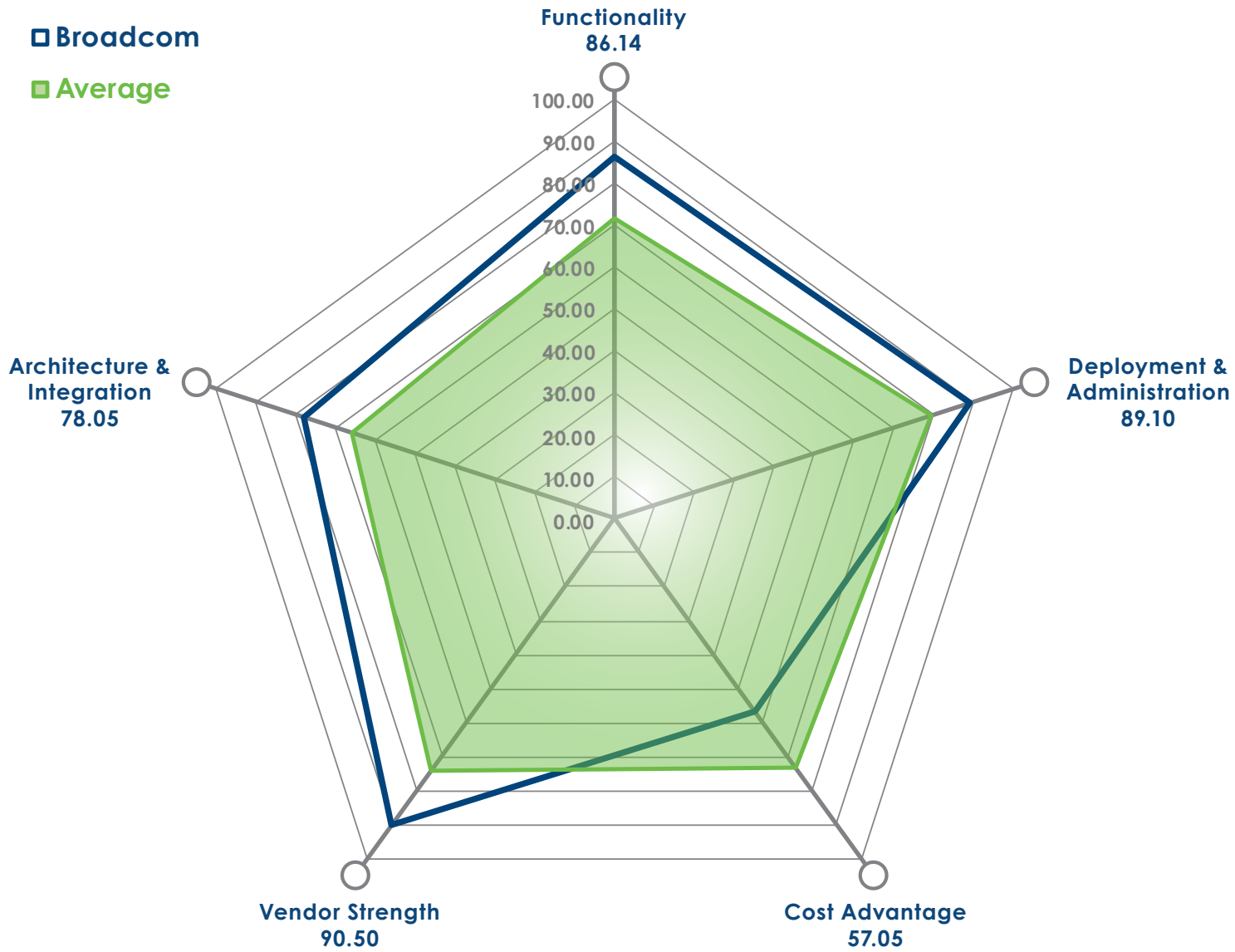
Broadcom Software’s Automic Automation is once again a Value Leader. Automic Automation remains the strategic WLA product for Broadcom. While Broadcom Software continues to enhance and support their entire portfolio of automation products, Automic Automation v12.3 is the only Broadcom Software WLA product reviewed in this report. Automic Automation provides automation for complex workloads across platforms, ERP systems, and business apps from mainframe to microservices and serverless in both cloud and on-premises. Automic Automation provides self-service automation with service catalog integrations (e.g., ServiceNow) and automation as code facilities for automation and orchestration. The product also simplifies automation for big data and offers self-services for data scientists to scale with strong governance on data flows.

Broadcom Software added a subscription licensing model to eliminate the CAPEX barrier to expanding adoption. Other changes include support for Kubernetes deployment, security enhancements including TLS support, and increased functionality in the web interface. At the time of the analysis, Automic Automation was not available as a SaaS solution. Broadcom Software continues to engage with customers to gauge the demand for SaaS delivery.

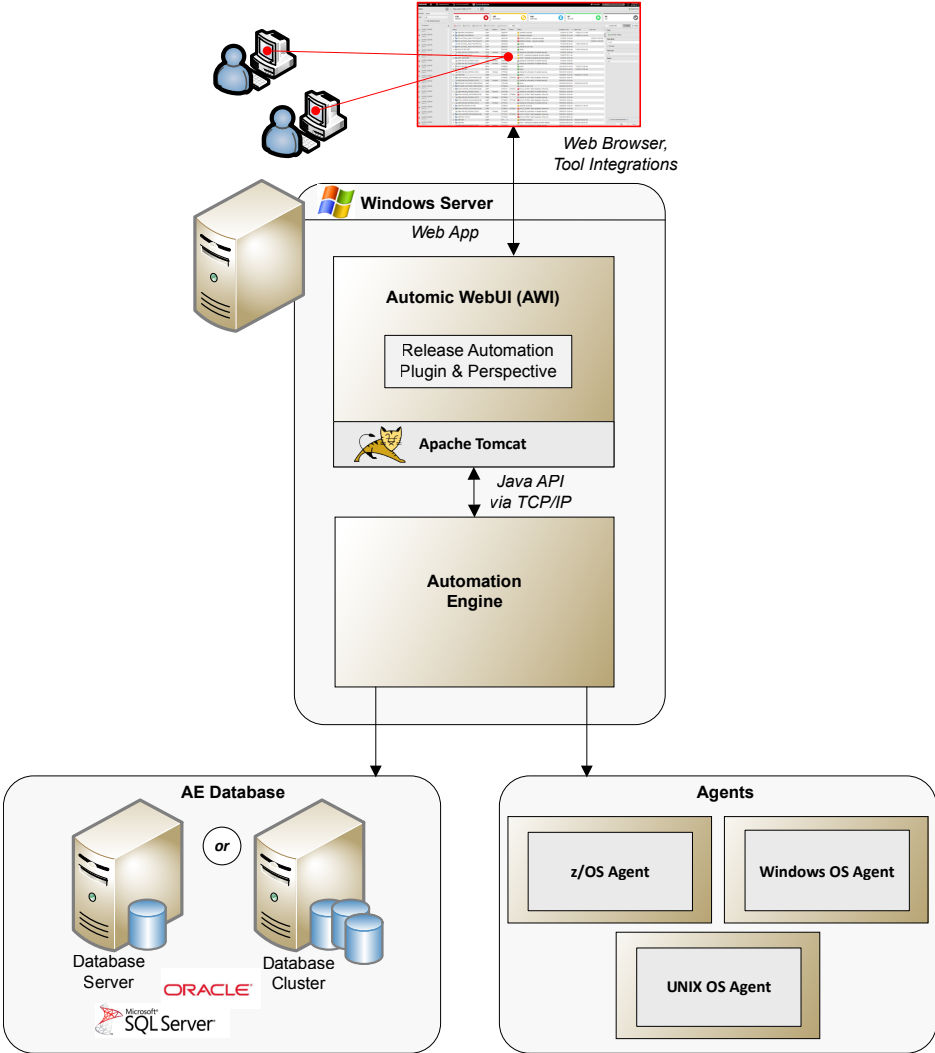
Broadcom acquired CA Technologies in 2018, which included the Automic Automation platform as part of CA’s automation business. CA acquired Automic in 2017. Broadcom has a broad portfolio of automation products, including:

- Automic Automation
- AutoSys
- dSeries
- Dollar Universe
- AppWorx
- Automic Automation Intelligence





Architecture



Key Features Summary

API-Driven

The product includes open APIs to integrate tools and applications throughout the business into one single, inclusive automation strategy.

Massively Scalable

The software can scale up to 100M jobs per instance and 100k agents. Software clustering promises dependability for users without requiring particular, fault-tolerant hardware.

Lifecycle Management

Automation policies across development, test, and production environments and teams are easily promoted.

Infrastructure Management

DevOps teams are able to create, deploy, and run applications simply, with instant provisioning and deprovisioning as part of the continuous delivery workflows, infrastructure as code, or preapproved self-help runbooks.

Automation as Code

Developers are able to directly code automation artifacts without difficulty, and DevOps teams can easily promote those artifacts throughout the testing process.

Multi-Cloud Automation

Separate automations can be connected across clouds, with no negative impact on security.

Integrations Marketplace

The marketplace offers templates and add-ons to expand automation capabilities, letting users solve more business challenges.

Mainframe to Microservices

Support is offered for mainframe, distributed cloud, and virtual environments, which are combined with a variety of certifications for business applications.

Zero Downtime Upgrades

With zero downtime upgrades, users will not need a maintenance window. There will not be any downtime when businesses install new versions or patches.

Security, Governance, and Compliance

Users are given comprehensive auditing and control of any automated processing and user activities, which keep processes in compliance with company policies.

Evaluation Summary

Deployment & Administration

Ease of Deployment

Deployment Time/Effort	Strong
Conversion Facilities	Strong
Job Discovery and Import	Outstanding
Staff Training	Outstanding

Support & Services

Customer Support	Strong
Professional Services	Outstanding

Ease of Administration

Console Ease of Use	Outstanding
Upgrade Process	Outstanding
Test Environments	Outstanding
Automation of Management	Outstanding

Cost Advantage

Flexibility of Pricing Model	Solid
Pricing Scenarios	\$\$
SaaS Availability	None

Architecture & Integration

Architecture

Business Focus	Outstanding
Scalability	Outstanding
Dynamic Workload Placement	Outstanding
Breadth of Platform Support (including agentless)	Outstanding
Breadth of Application & Database Support	Outstanding
Disaster Protection	Outstanding
Containerized Workloads	Strong
Container Deployment	Limited
Mainframe Support	Outstanding
Shared Server/Multi-Team Support	Strong

Integration & Interoperability

Comprehensive API	Outstanding
Cloud Integration	Outstanding
CMDB Integration	Solid
ITPA Integration	Strong
Capacity Management Integration	Outstanding
MFT Integration	Outstanding
Big Data Integration	Solid
Social Media Integration	Limited
Heterogeneity Across Environments	Outstanding
DevOps	Outstanding
MLOps	None

Functionality

Features

Automation Design Flexibility	Outstanding
End-to-End Monitoring	Outstanding
Compliance Management	Outstanding
Triggering	Outstanding
Self-Service Portal	Outstanding
Forecasting, Analytics, Reporting	Outstanding
Alerting	Strong
Security	Outstanding
What-If Scenarios	Strong
Conditional Logic and Auto-Remediation	Outstanding
Logging and Auditability	Outstanding
Business User Features	Outstanding
Big Data Support	Strong
RPA Orchestration	Solid

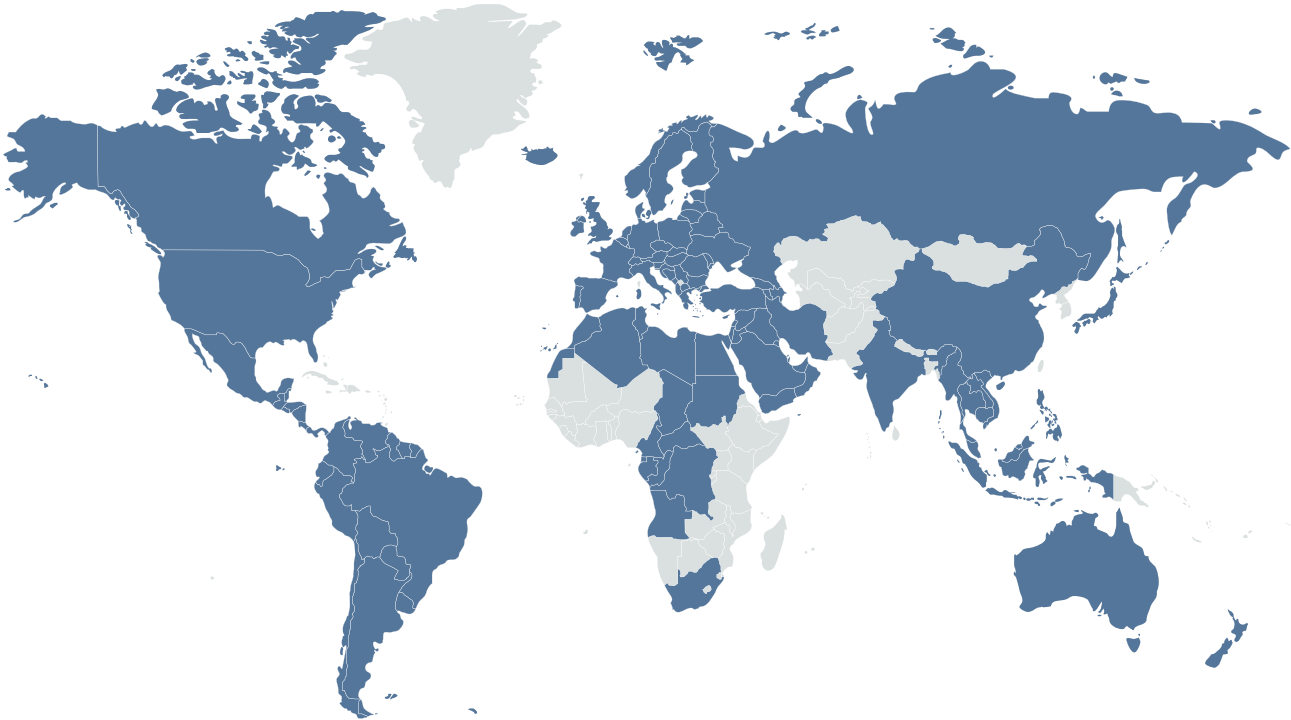
Ease of Use

Simplicity of GUI	Outstanding
SLA and Policy Awareness	Strong
Root Cause Analysis	Strong
Mobile Device Support	Outstanding
Language Support	Outstanding
Available Help Resources	Strong



Vendor Strength	
Vision	Outstanding
Strategy	Outstanding
Financial Strength	Outstanding
Research and Development	Strong
Partnerships and Channel	Strong
Market Credibility	Outstanding
Geographic Coverage	Outstanding

Active Clients



Product Available In:
English, French, German

Number of Customers:



= 100 = 1000



Favorite Features Mentioned in Customer Interviews



We haven't found anything we cannot make work to orchestrate with Automic.

My favorite feature is AWI (Automic Web Interface) and the dashboards you can create, because AWI offers more visibility in execution so customers can see for themselves.

Service Catalog integration is very useful.

I like the visibility of what a job is doing and the statistical history of that job.



Ease of use/ease of adoption are my favorites. They lead to adoption by non-technical and business users.

We really like Release Automation!

The repair and restart is my favorite.



I am a script guy, yet I like the visibility and historical record you don't get with scripts outside of a tool like this.

I like the concept of rapid automation agents and agents built on the fly. The data you are processing is evolving and the structure is evolving, so the agent can evolve, too.

Broadcom Software's Automic is always right there with the security features needed before we ask.



25
YEARS

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