Enterprise Service Automation requires an intersection of disciplines. At EY we are well positioned to deliver this service to our customers by combining our deep business process knowledge with our breadth of experience in design, build, implementation, and operational services capability.

A robust service architecture framework enables mapping and traceability between business services, applications, IT operations and underlying infrastructure components. The service catalog framework and service classes enable the definition of clear roles and responsibilities between business lines, applications and infrastructure teams pertaining to the management of services end to end. As a result, service automation is simplified.

A robust service architecture provides the following benefits:

• Simplification of the enterprise
• Scalability to meet the needs of an EaaS model
• Extensibility to other platforms and solutions for tighter integration
• A clear road map for automation capability development
• Alignment with commercial service providers for service management integration
• Standardization to enable interoperability between functional units and external partners

Enterprise service automation
Automating the working world

Contact information

Dan Stavola
dan.stavola@ey.com
+1 212 773 5767

Paul Sussex
paul.sussex@ey.com
+1 212 773 2802

Robert McCarthy
robert.mccarthy@ey.com
+1 843 408 8041

EY | Assurance | Tax | Transactions | Advisory

About EY
EY is a global leader in assurance, tax, transaction and advisory services. The insights and quality services we deliver help build trust and confidence in the capital markets and in economies the world over. We develop outstanding leaders who team to deliver on our promises to all of our stakeholders. In so doing, we play a critical role in building a better working world for our people, for our clients and for our communities.

EY refers to the global organization, and may refer to one or more, of the member firms of Ernst & Young Global Limited, each of which is a separate legal entity. Ernst & Young Global Limited, a UK company limited by guarantee, does not provide services to clients. For more information about our organization, please visit ey.com.

Ernst & Young LLP is a client-serving member firm of Ernst & Young Global Limited operating in the US.

© 2015 Ernst & Young LLP. All Rights Reserved.

SCORE no. CK0919
ED Nora

This material has been prepared for general informational purposes only and is not intended to be relied upon as accounting, tax or other professional advice. Please refer to your advisors for specific advice.

ey.com
Enterprise VISION on accelerates business value realization

**Industrialization**

Businesses have been investing in “industrializing” IT to achieve consistently higher quality delivery at lower costs. However, a number of market trends make this challenging and many roadblocks still remain such as:

- Heterogeneous technical environments (Disparate systems, isolated sources of data)
- Rapid change (Disruptive technology, consumerization, cloud, mobile, digital, social)
- Low Service Management maturity (Manual work, lack of cross functional integration and inconsistency in performance)
- High cost to deliver a service
- No consistent risk management framework

As a result, the industry is looking for solutions to simplify, automate, and integrate processes across both the business and IT.

**Innovation**

To achieve more effective and higher levels of simplification, automation, and integration, companies leverage the following capabilities:

- Frequent delivery, increased transparency, and seamless adaptability through Agile and DevOps
- Widespread use of leading practices providing a common framework for IT organizations and their service providers

Current Information Technology Service Management (ITSM) tools with solid workflow functionalities to automate common IT processes, such as incident management and change management

With enterprise service automation, companies can establish truly integrated services that will simplify the process of:

- Resulting in significant cost savings, major improvement in service delivery, and a sustainable reduction in operational risks.
- Lack of cross functional integration in performance
- High cost to deliver a service
- No consistent risk management framework

Innovative solutions:

- We create solutions that optimally align the business and IT and enable business value realization
- We have developed a modular approach for simplifying end-to-end automation across the enterprise
- We have standardized applications and enablers that accelerate solution deployment
- Increase efficiency of end to end service delivery and reduce unstructured messaging
- Enhance ability to do more with less, resulting in significant cost reduction

**Business utility model – Enabling Enterprise Service Automation**

**Business transformation**

- Establish enterprise integration for business value
- Business capability mapping

**Service integration - Everything as a Service (EaaS)**

- Enterprise work flow automation
- Manage the service lifecycle
- Enhance service fulfillment times

**Platform and utility integration - Platform as a Service (PaaS)**

- Automatic service provisioning via the service catalog
- End-to-end enterprise orchestration and integration via API gateway

**Solution Development Integration - Software as a Service (SaaS/IaaS)**

- API management and analytics via API gateway
- Develop enterprise agility - develop reusable assets
- Improve speed of deployment via Micro-Services

Lean business integration and acceleration

- Enterprise agility
- Kanban methods

Vendor integration and simplification

- Service architecture
- Service catalog

Continuous deployment

- Software-defined infrastructure

Platform integration and resiliency

- Continuous deployment
- Software-defined infrastructure

Agile enterprise and lean development

- Continuous delivery
- Continuous integration

**Delivering enterprise agility and aligning capability**

**Customer integration**

Customer journey

- Speed to market
- Business agility
- Data integration and analysis
- Capability development
- Service maps

Business value realization

Single source of truth - Services, operations and business data in a relational service model

Key:

Alignment of capabilities that underpin overall business service

Dependencies and information flow