



ITPA/RBA 2.0

Technical Differentiators that Result in Customer Value

1. Unbiased Integration – no rip and replace or vendor lock-in
2. Publish/Subscribe Databus - the ability to pass data between target systems
 - a) 1-Click Integration – use the data from the databus to configure workflow objects (automation tasks) and integrate systems in minutes.
 - b) Intelligent Workflow – use data from the databus to define link logic (embedded rules engine) at run time. Intelligent workflow is the ability to create context-adaptive workflows that change and branch based on status (completed/failed) and data (computer name, path, string etc) published on the databus. This means human decision making can be captured and automated.
 - c) Real time Reporting – use data from the databus to populate the operators console and dashboard for real time data.
3. Parallel Workflow – the ability to run multiple, concurrent branches of a workflow means customers can develop massively parallel synchronized workflows for high volume processing
4. Form-Based Configuration – the ability to configure workflow logic, without hardcoded script means users don't have to write code or scripts to configure workflows, lowering time and cost for process development and maintenance.
5. Embedded Monitoring – the ability to natively trigger workflows based on event, scheduled or interactive methods means users don't introduces unnecessary security and compliance issues to modify external systems to start workflows.
6. Automatic Data Discovery – the ability to connect , discover and expose changes in target systems (e.g. a new service desk field or CI entry) eliminates the risk of processes breaking when systems change
7. 100% Code-free Dashboard – the ability to dynamically aggregate and convert real time and historical data from RBA and data center tools into optimized, pre-calculated KPIs - without code/script. This means IT has a holistic view of the impact and value of IT process automation on the business.
8. Engineered Integrations – the ability to deliver vendor specific, reusable workflow actions, which are maintained and supported by the vendor. Script-free integrations lower services cost, which make customer implementations faster and cheaper.
9. Process Lifecycle Management – the ability to migrate workflows from test to dev, or across physical, virtual and cloud infrastructures. Customers do not have to re-write processes.



10. Quick Integration Kit (SDK) – the ability to extend RBA to any application, by wrapping existing CLI, XML, Java or scripts to create a workflow action with a form-based interface. [This means customers can rapidly extend process automation to proprietary and commercial applications, without coding.](#)
11. Enterprise Ready Architecture– highly scalable clustered architecture with multi-tenant and failover capabilities. Centralized process management, granular security (down to workflow action level) and workflow load balancing. [Provides customers with a secure and reliable environment that can expand as needs grow.](#)
12. Mature Products – role based consoles for design, test, monitor, report, and analytics, along with best practice templates and solutions for rapid implementation
 - a. Opalis Integration Server
 - Workflow Designer
 - Policy Test Console
 - Operator console (for monitoring status and running processes)
 - Opalis reports
 - b. Opalis Dashboard for analytics
 - c. Opalis Process catalogs - out-of-the-box best practices
 - d. Opalis Integration Packs – vendor specific adaptors that plugs into Opalis Integration Server