



# Automic Workload Automation

## Review From A Customer



From IT Central Station, the leading review site for enterprise technology solutions.

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## Review by a Real User

Verified by IT Central Station



Application Operating Service Manager at a financial services firm with 201-500 employees

**Alain Feyereisen**

### **HOW HAS IT HELPED MY ORGANIZATION?**

You gain a lot of time and effort because you can automatize many things. Repetitive tasks costs us, so we can reduce them to zero effort and minimal costs by using the product.

### **WHAT IS MOST VALUABLE?**

The most valuable parts are the scalability and flexibility, where you can do whatever you think, then you can realize it in the product and have many ways to do it. So, there is not one road you can take, but many roads.

### **WHAT NEEDS IMPROVEMENT?**

There is one missing part in the product concerning recurring tasks. You can schedule a recurring task by a context action, and run it as recurrent, but it creates a time container which can be quit and disappears. So, it doesn't remain in the system. I would like there to be some time container objects which exist and remain in objects which you can also handle and add. For example, inside the schedule to be able to schedule recurring tasks.

### **WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?**

This is a very stable product. When it comes to a new release, you sometimes have to be a bit more careful. For the rest, it is very stable. Over the years, it has also become more stable.

### **WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?**

It is very scalable. You can use it for a small or big company, so it works in both cases, and also with little or big development teams.



### **HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?**

The technical support is very available and competent. They have a lot of know-how, which they are willing to share. If you have big issues, they will quickly help you.

### **WHICH SOLUTIONS DID WE USE PREVIOUSLY?**

In the beginning, we used a banking solution which was running on one platform. It was AS/400 at the time. We were changing the banking platform so it moved to a new platform. The old scheduler did not exist for the new platform. Additionally, the new banking solution needed an adapter, so we also needed a solution which could interact with this banking solution. We had more satellite systems, so we also had to handle the planning between different systems and the old scheduler, which was one platform based and it could not handle it. That was the initiative to choose a new scheduler.

### **HOW WAS THE INITIAL SETUP?**

Implementing the solution in 2009, the setup was easy (straightforward). Other parts, meaning implementation of all the processes, this was very complex. We had to think about steps, like name conventions, standards to introduce, common objects the users should use, and the training that users should receive about how to use the product.

### **WHAT OTHER ADVICE DO I HAVE?**

I would rate it as a nine out of 10, not the best one. It gets a minus one because of the new web interface, because it is not so easy to handle nor is it intuitive to use like the old one. As for the rest, you can do everything you want. It is scalable, flexible, and it does what you want it to do.