



# Intelligent Automation:

How Intelligent Automation Drives Business Innovation

**DELL**Technologies

**intel**

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# How Intelligent Automation Drives Business Innovation

Innovation is the heart of every business. Organizations continuously push to create new products, implement new processes, and go after new markets to thrive—or even just survive. That’s because customers have never had so many choices, while competitors have never had more opportunities to disrupt the market themselves. Bottom line: If you’re not innovating, you’re not making the most of the amazing opportunities that lie in front of you.

If innovation is the pumping engine of change moving your business forward, then data is the fuel that powers it. While organizations have better access to more data from more sources than ever before, making the most out of all that data—and uncovering the intelligent insights within—creates its own challenges. This means that the right approach to innovation starts with the right approach to your infrastructure.



If infrastructure is correctly optimized, an organization will save money, time, and make fewer mistakes as it leaps forward into the future.

## The Case for Innovation

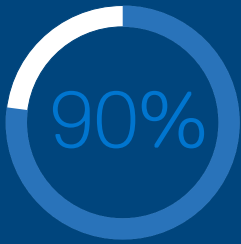


Innovation—when we make meaningful and positive change to an established process or system—has always been tied to technology. It’s no wonder then that when an organization seeks to make an innovative change, it turns to IT for the implementation. Therefore, IT needs to be in a position to say yes when these requests are made, and be ready to enable the business to operate faster, more cost effectively, with better time to market and fewer human mistakes.



IT can act as a driving force of innovation within an organization by delivering the tools and technologies that elevate the user experience. But if it’s not properly equipped, IT can have the opposite effect of blocking or discouraging innovation. By focusing more and more on transformational activities such as modernizing infrastructure and applications, IT teams can spend more of their time driving business innovation.

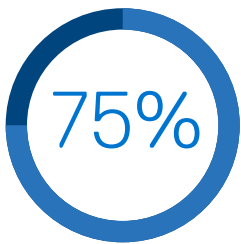
While IT departments would no doubt love to focus all their attention on enabling innovation within the organization, it still has to keep the lights on. Functional duties like provisioning devices, providing tech support, and ensuring cyber security can take up massive amounts of an IT department's time and resources.



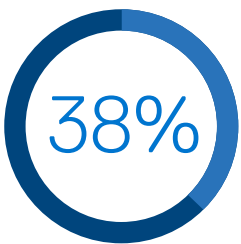
of organizations reporting setbacks as a result of IT staff having to spend time on manual, repetitive tasks,<sup>1</sup> automation is key to balancing innovation and to helping IT perform the functional duties better. In order to make time for innovation, IT must take an intelligent approach to their operations.

## How Infrastructure Complexity Blunts the Tools of Innovation

The more transformation initiatives an organization undertakes, the more IT must grapple with today's complex technology environment:



of IT managers say IT is more complex than it was two years ago, with



blaming higher data volumes as the top driver for the complexity increase.<sup>2</sup>





The fact is that yesterday's infrastructure isn't designed to meet today's innovation requirements. If IT uses a one-size-fits-all approach to solution design, utilizing general-purpose machines that can do everything with varying degrees of success, problems can quickly arise.



These systems need to be carefully provisioned, maintained, and managed, which requires IT time and resources that could be better served implementing and supporting innovative technology across the enterprise. Not only does this manual work take IT away from building for the future, but it prevents the company from being able to react at scale to new opportunities as they arise. Digital transformation means that IT already has a full list of responsibilities; anything you can do to lighten their load through automation means they can focus on other tasks that add business value.



In addition, data now flows into your organization from more systems and locations than ever before. This means that IT needs to look at new ways to process data at the edge and in the cloud. At the same time, it also means that IT has more places to monitor, manage, and maintain, requiring them to bounce from one screen to another to handle it all. And with people accessing data everywhere, IT must also ensure robust cybersecurity is in place to keep innovative workloads and systems protected against cybercriminals.



Organizations have to manage their infrastructure in a way that is agile and scalable. This requires IT to rethink their approach so they can reduce manual, tedious tasks and improve their efficiency to free up more time to support innovation. Given the ever-increasing volumes of data, and the growth in applications for the modern digital business, a new approach to infrastructure is required to drive innovation forward. We call this approach intelligent automation.

# The Intelligent Automation Approach to Data Infrastructure

New workloads and emerging technologies increase IT complexity, which has the potential to grind innovation to a halt. In order to accelerate innovation, an intelligent automation approach uses machine learning, artificial intelligence, and predictive data analytics to offload the management burden and free teams to focus on high-value innovation initiatives.

## The elements of an Intelligent Automation approach:



### ADAPTIVE COMPUTE

Infrastructure powered by the latest technology advancements are purpose-built to meet the challenges of a modern IT environment, enabling the ability to accelerate development, testing, and deployment of complex, data-centric workloads to your hybrid cloud infrastructure.



### AUTONOMOUS COMPUTE INFRASTRUCTURE

Utilize intelligent systems that automatically work together and independently use the parameters you set. This allows infrastructure to respond to business opportunities and employee needs without manual IT intervention so IT staff can stay focused on higher-value initiatives.



### PROACTIVE RESILIENCE

Automatically ensure data and network security with multiple layers of defense that work in tandem to keep hackers out while anticipating and eliminating blind spots before they can be exploited.



### AS-A-SERVICE SIMPLICITY

Infrastructure delivered using as-a-service operating models free IT teams from having to deploy and manage hardware while improving the organization's ability to acquire, scale and manage infrastructure as the business grows.

To enable intelligent automation, organizations must incorporate infrastructure that is built with automation at the core. By acting as your organization's innovation engine, these systems enable IT to increase organizational agility, efficiency, and uptime while also focusing more on implementing new technologies and services.



## The Benefits of an Intelligent Automation Approach

By leveraging automation and intelligence in your server design, you can easily address the new reality of data while reducing the impact that complexity has on your business. An intelligent automation approach makes it easier to:

**Leverage new technologies:** Intelligent infrastructure adapts to any workload to provide flexibility while helping IT simplify operations.

**Reduce the IT burden:** Intelligent systems can work together and independently, enabling rapid digital transformation and productivity while allowing organizations to scale without disruption.

**Increase confidence:** Leverage machine learning to create a security-first approach that enables secure interactions, with the ability to anticipate and proactively prevent potential threats.

An intelligent automation approach gives the IT department the ability to say “yes” more frequently to innovation-related requests. It removes the shackles of everyday complexities to allow focus on the types of initiatives that excite and challenge the whole business.

## Enable Intelligent Automation with Dell Technologies

In a hyper-distributed world, the future belongs to the innovators equipped to adapt and thrive regardless of obstacles. Dell Technologies brings together the trusted partnerships, innovative technologies, and end-to-end simplicity you need to do just that. Our solutions include:

**Dell PowerEdge:** Intelligent infrastructure is critical to the modern digital business. This is why we've embraced automation fully in our PowerEdge line of servers. Every server enables customers to reimagine IT possibilities, compute anywhere, and unleash innovations with assured performance, efficiency, and reliability.

 [Learn more about PowerEdge](#)

**CloudIQ:** Our cloud-based monitoring and predictive analytics application provides a single portal for monitoring your entire fleet of PowerEdge servers, proactively notifying you about health issues and recommending actions for remediation for your server infrastructure and Dell EMC storage, data protection, and CI/HCI.

 [Learn more about CloudIQ](#)

Our holistic and intelligent offerings enable you to simply, quickly, and securely build your breakthrough beyond the reach of competitors. Connect the people, applications, and data that power your organization with trusted IT solutions so you can focus on inspiring innovation, not managing infrastructure.

 [Learn more about Dell Technologies server solutions](#)

## Making Innovation Sustainable

At Dell Technologies, sustainability is an integral part of everything we do.

We feel a deep responsibility to innovate for our customers and our planet, using all the levers at our disposal to make technology work for the world we need.

To help customers meet their sustainability goals, we are rethinking and redesigning our offerings to maximize recyclability and minimize carbon footprints. We are driving ethical and environmentally sustainable practices across our supply chain and throughout the industry. And we are partnering with our customers, suppliers, and communities to create projects that use less, enable more, and give back to the world that's given us so much.

 [Learn more at Dell.com/Sustainability](#)

## Sources

[1] Dell Technologies, The State of Autonomous Operations.

[2] ESG, Dell EMC CloudIQ: AIOps for Intelligent IT Infrastructure Insights.