



AUTOMATION
ANYWHERE

Go be great.

Enterprise 11

Digital Workforce Platform

Enterprise 11: Key Enhancements



OPERATIONS

- Workload Management
- Bot Lifecycle Management



SECURITY

- Credential Vault + Locker Management
- CyberArk Certified
- Role-based Access Control (RBAC)
- System-wide Security Updates

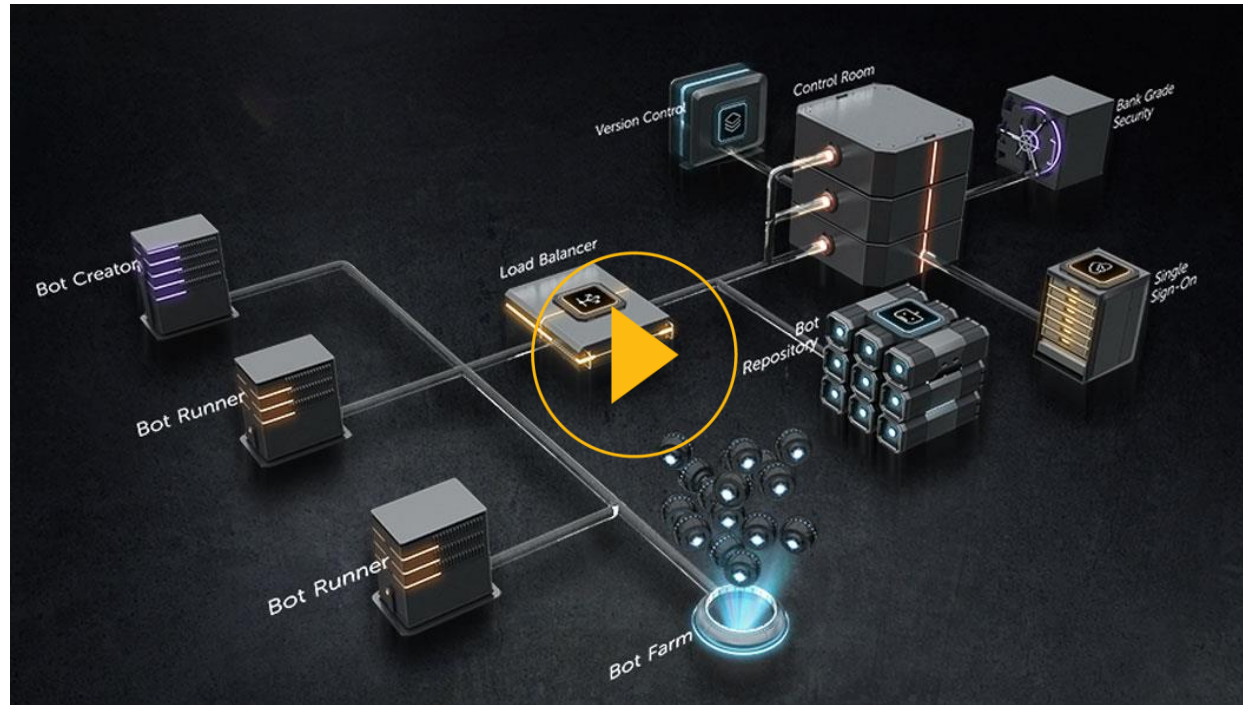


AI Sense

- Citrix Automation
- Intelligent Object Linking
- Bulk Data Entry and Extraction

← INFRASTRUCTURE – SECURITY FRAMEWORK – OPERATIONAL SCALABILITY →

Enterprise 11: Architecture Overview



To play the video, click
on the image in
presentation mode
or use this link:
<https://goo.gl/4J94Hc>

1. OPERATIONS

Operational Scalability

Existing

- Centralized Monitoring
- Control of Bot Creators, Bot Execution & Workloads
- Version Control
- Scheduling
- Audit
- User Management
- HA/DR

New in Enterprise 11

- Managing industrial-scale automation
- Meeting enterprise-class SLA requirements
- Addressing RPA demand fluctuations (BotFarm™)

**WORKLOAD
MANAGEMENT**

- Enterprise-grade framework for automation development, testing and production

**BOT
LIFECYCLE
MANAGEMENT**

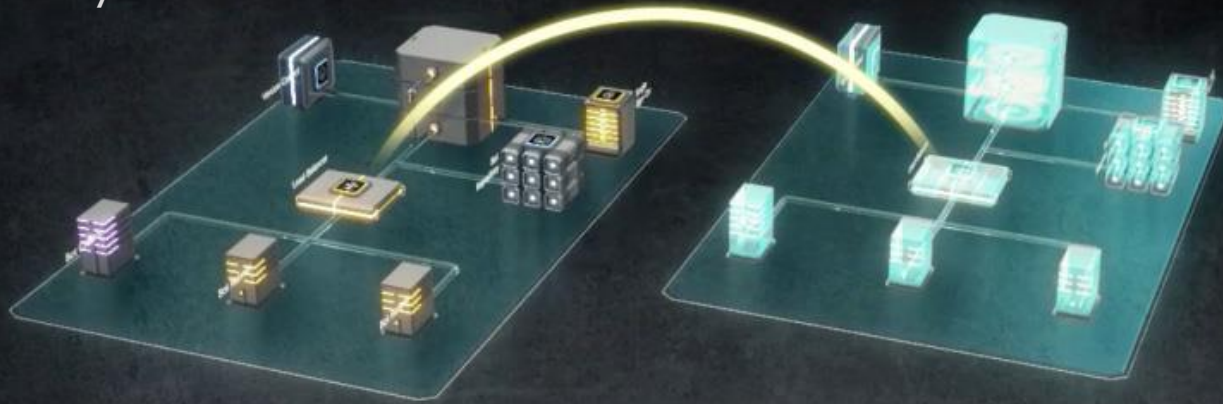
- Making disaster recovery a non-issue at server, desktop and bot level

**FULL-FLEDGED
HA/DR**

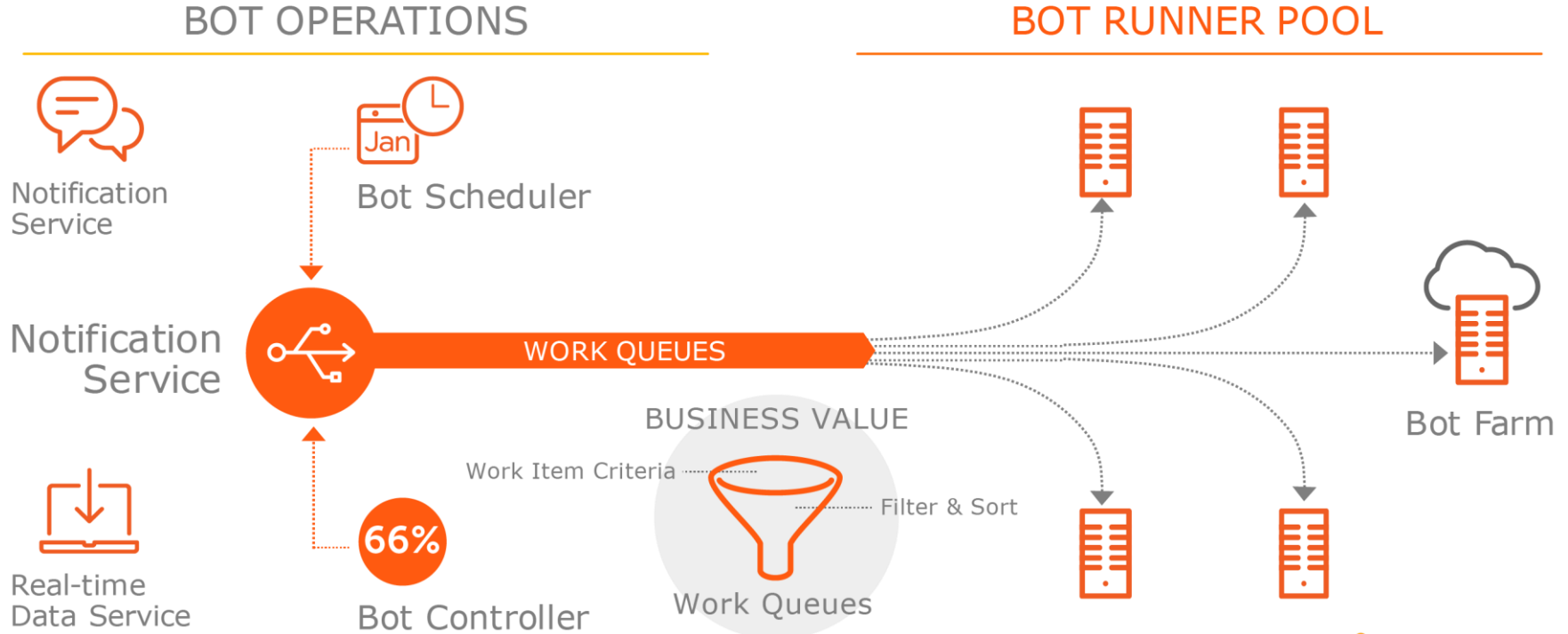
Scalable. Stable. Resilient

Primary Environment

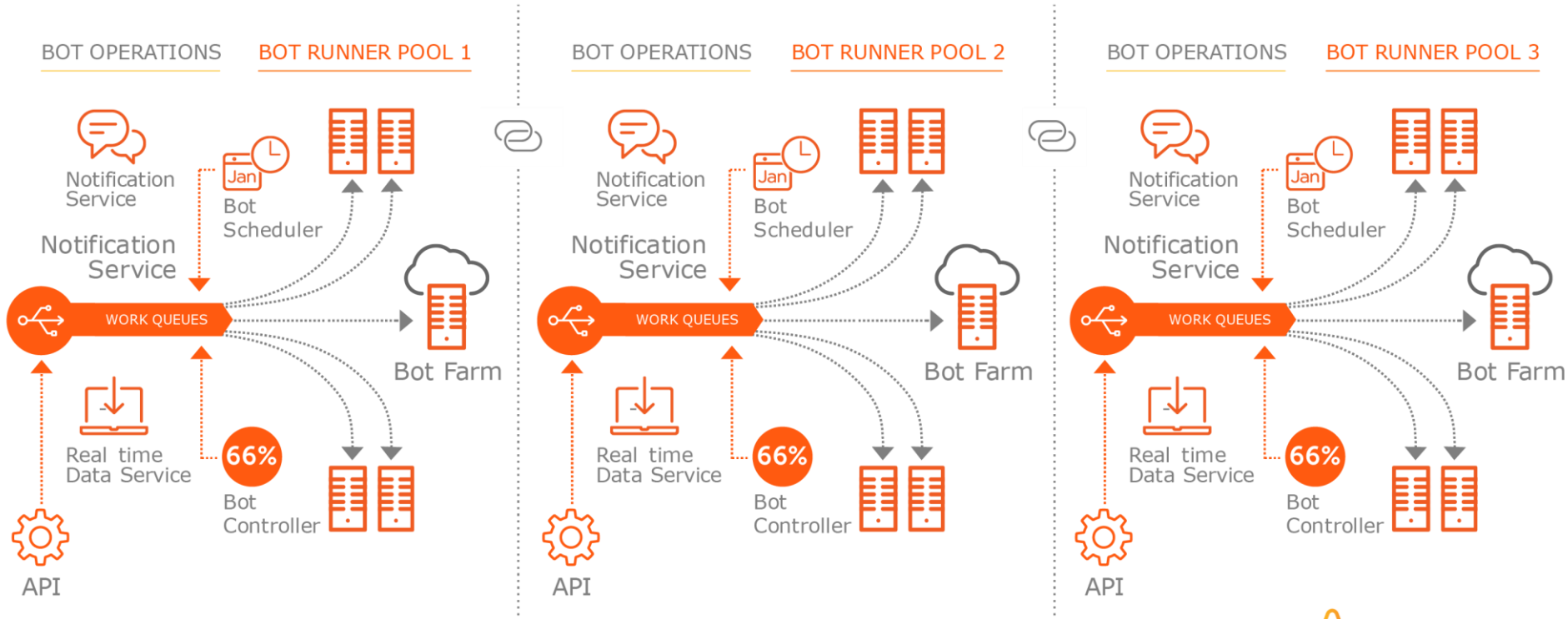
Backup Environment



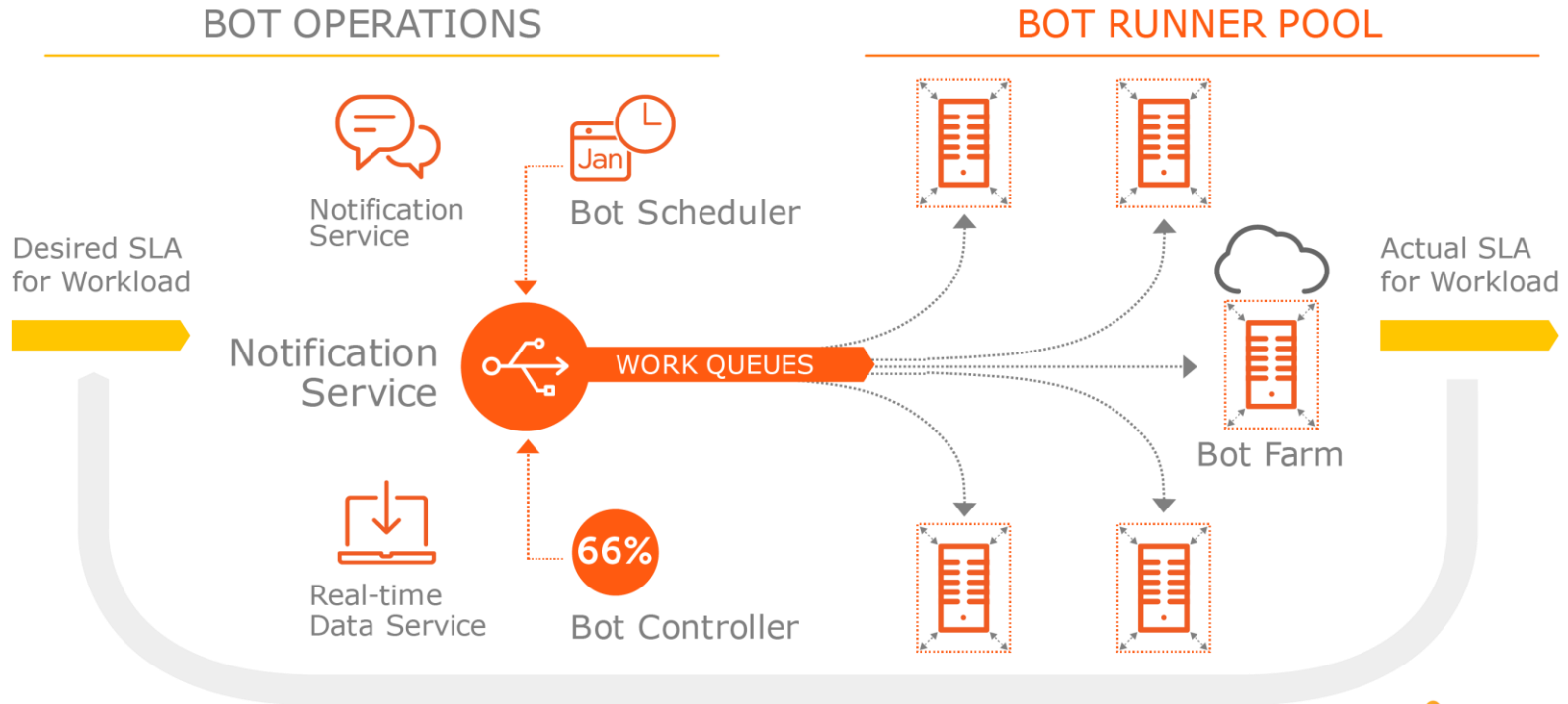
Business Value-Based SLA Prioritization



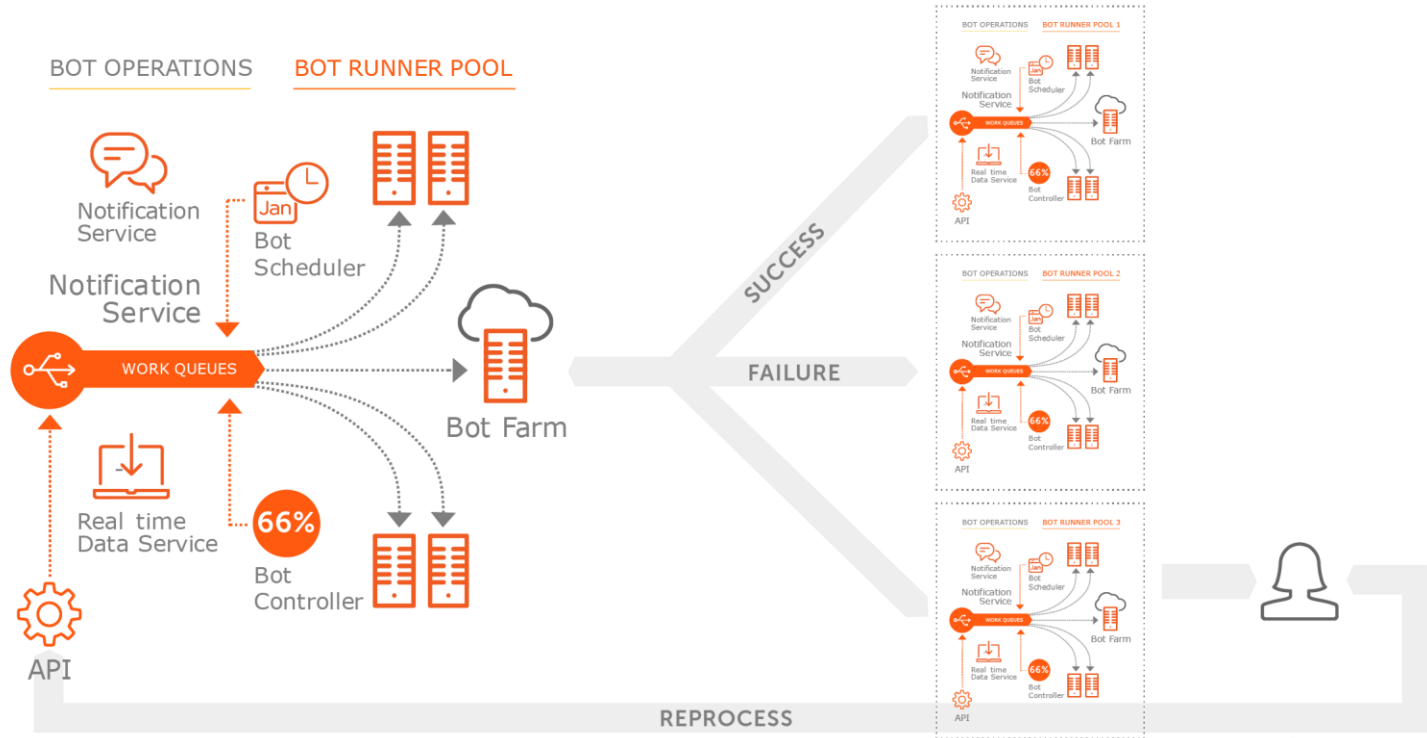
24/7 Mission Critical Processes with Unparalleled Stability



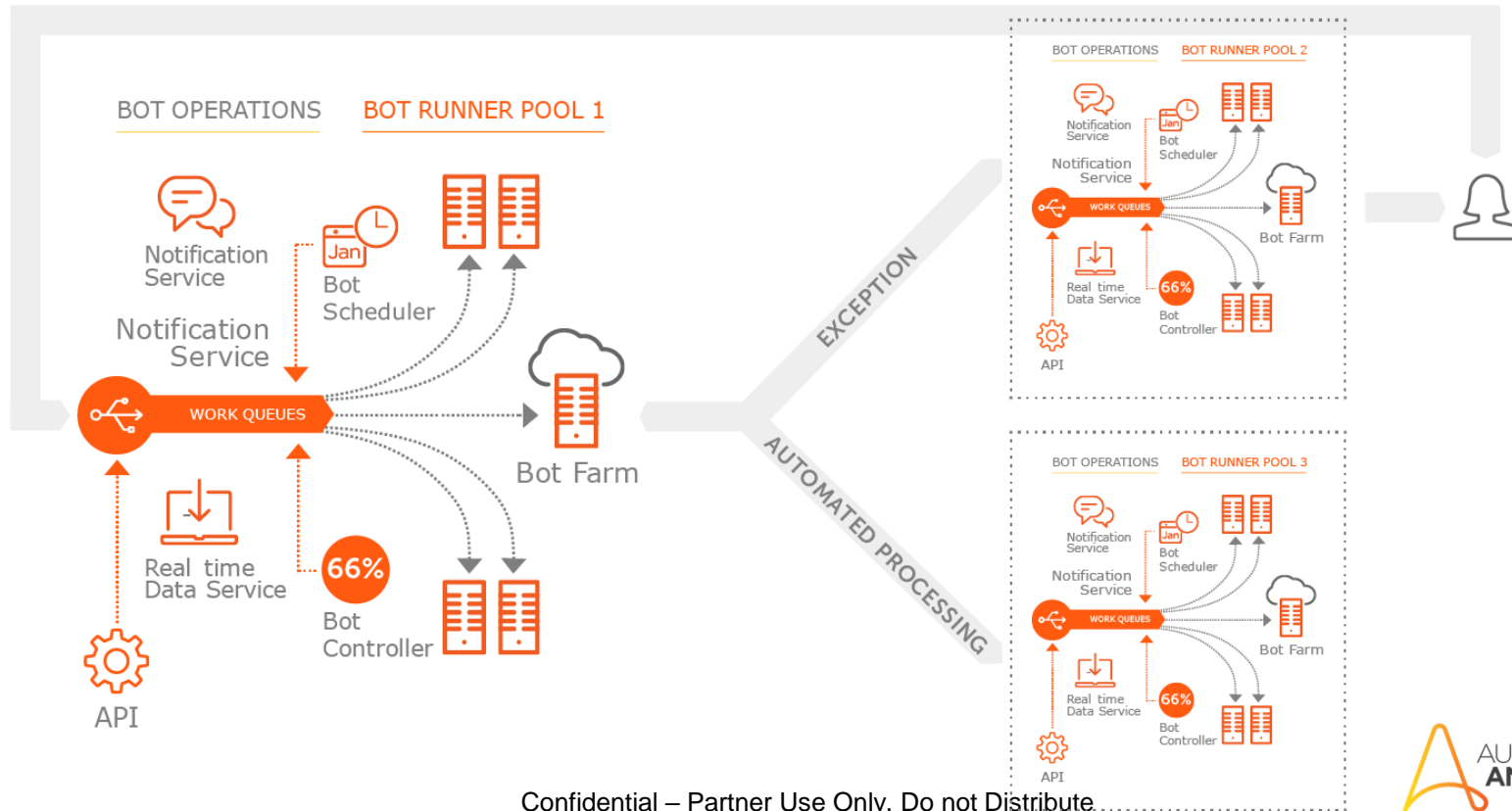
SLA Transparency



Conditional Automation with Human in the Loop

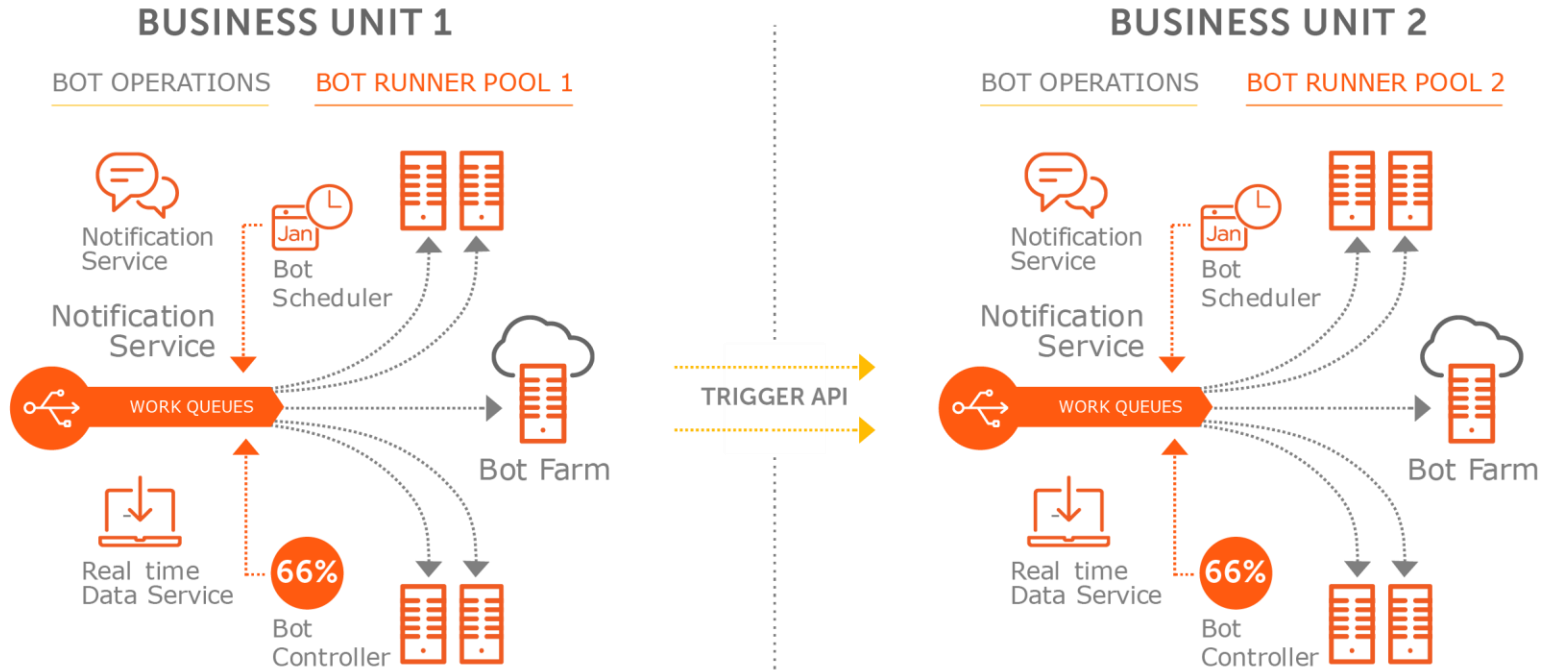


Exception Management / Rework / Human in the Loop



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Workload Management Across RPA Systems



SLA-based Automation: Real-life Application



Challenges

Meeting dynamic SLA requirements in a BPO environment.

- Large number of customers but limited number of automation resources
- Very tight and frequently updating SLA deadlines



Solution

Workload Management framework for advanced SLA Management:

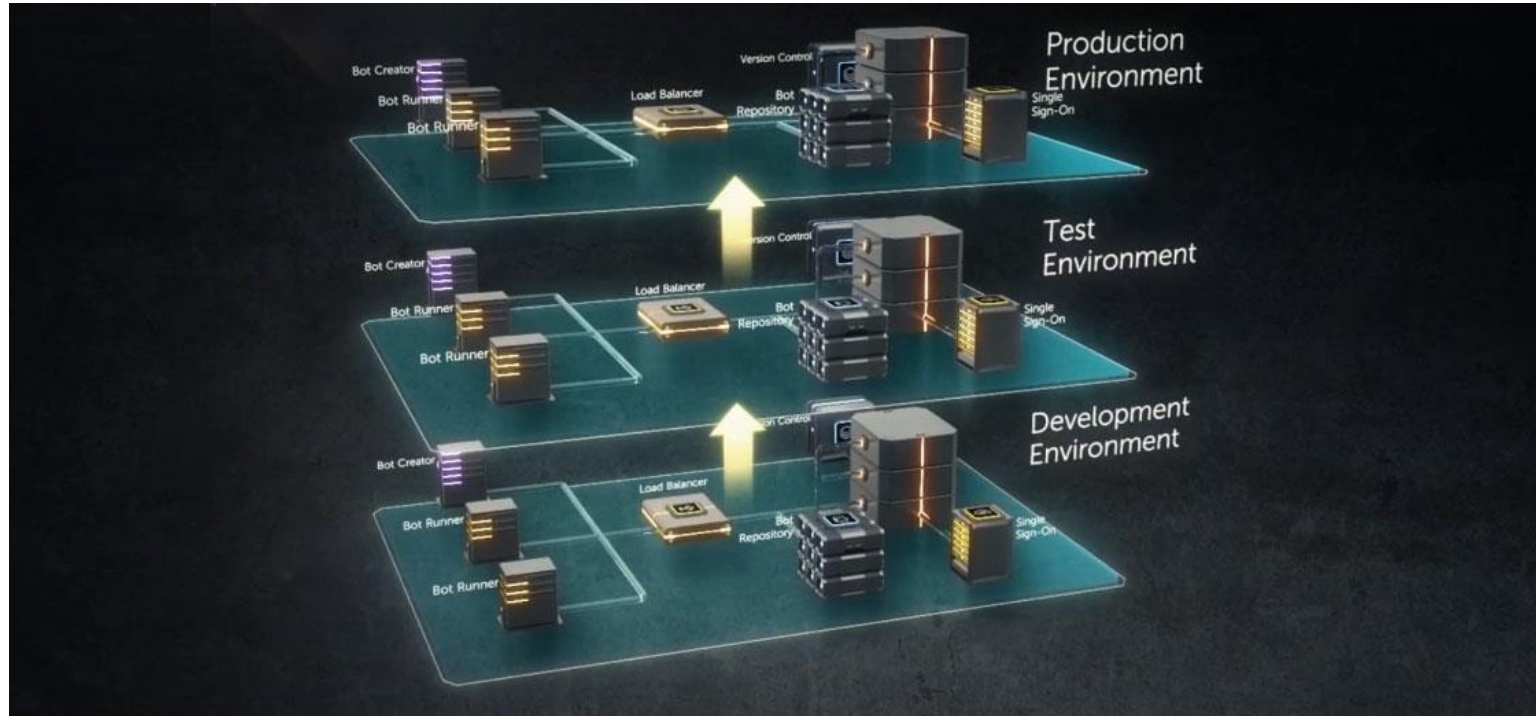
- Smart load distribution through intelligent queue management
- Ability to include human in the loop to adjust and tweak the process as needed



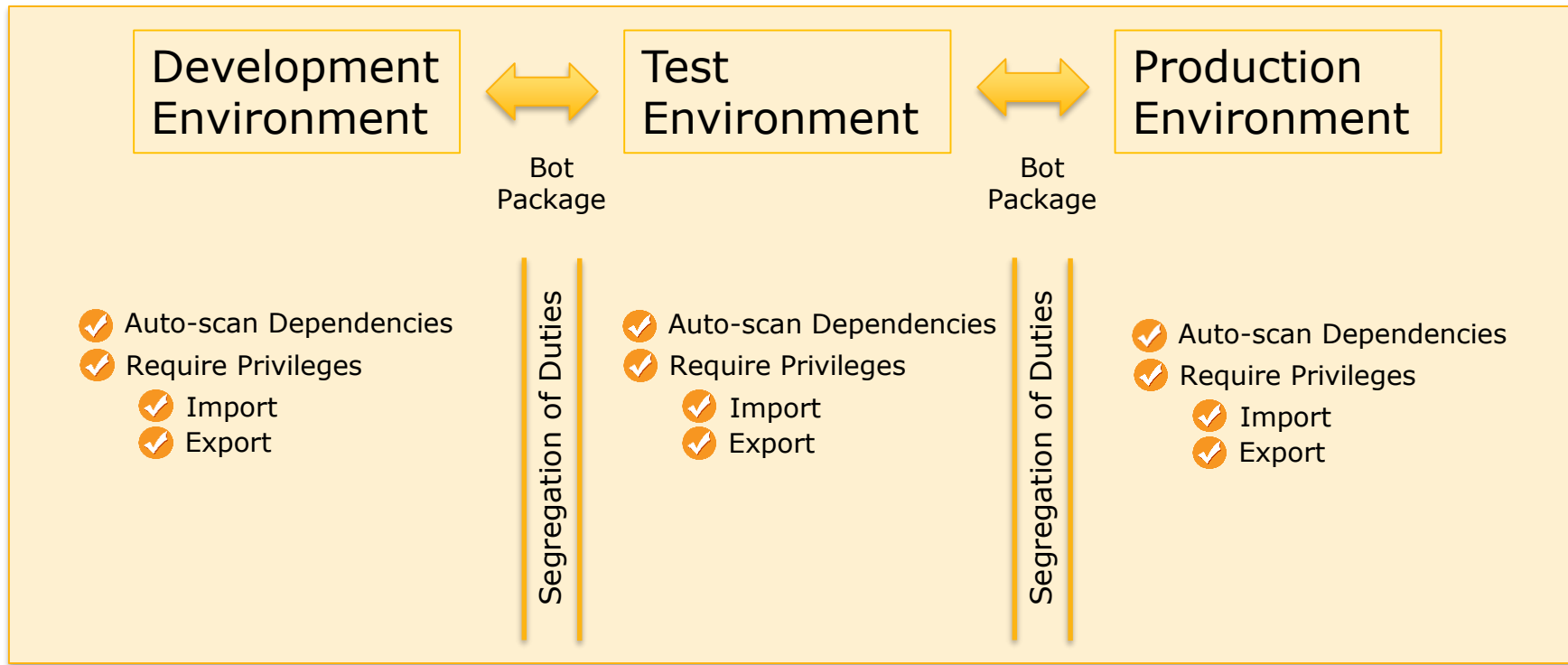
Benefits

- Ability to execute within SLA bounds, especially at high load volume
- Completely transparent process

Bot Lifecycle Management with SDLC Best Practices



Bot Lifecycle Management with SDLC Best Practices



Bot Lifecycle Management: Real-life Application



Challenges

At Citibank, an automation environment of over 300 bot developers

- A complex and error-prone environment for automation development, testing and production



Solution

Bot Lifecycle Management framework that enables a highly formalized process:

- Not every bot dev has the privileges to graduate bots from dev to test
- Only QA lead has the authority to export bots into test
- Only admins can export bots into production after QA sign off



Benefits

- Enforces process discipline for deployment configuration across the enterprise
- Readiness for SOX and CMMI Level 5 certification

2. SECURITY

Enterprise-wide Security

Existing

- Credential Vault
- RBAC
- NTLM Authentication
- Multi-Domain Active Directory
- Single Sign-On
- Veracode Level 3
- IP Protection via MetaBots
- Tamper prevention during execution
- Data Encryption
 - At Rest: AES 256
 - In Motion: TLS 1.2

New in Enterprise 11

- Built-in Credential Vault 2.0
- CyberArk™ Integration

CREDENTIAL VAULT

- Centrally set and enforce enterprise-wide security policies

SECURITY POLICIES

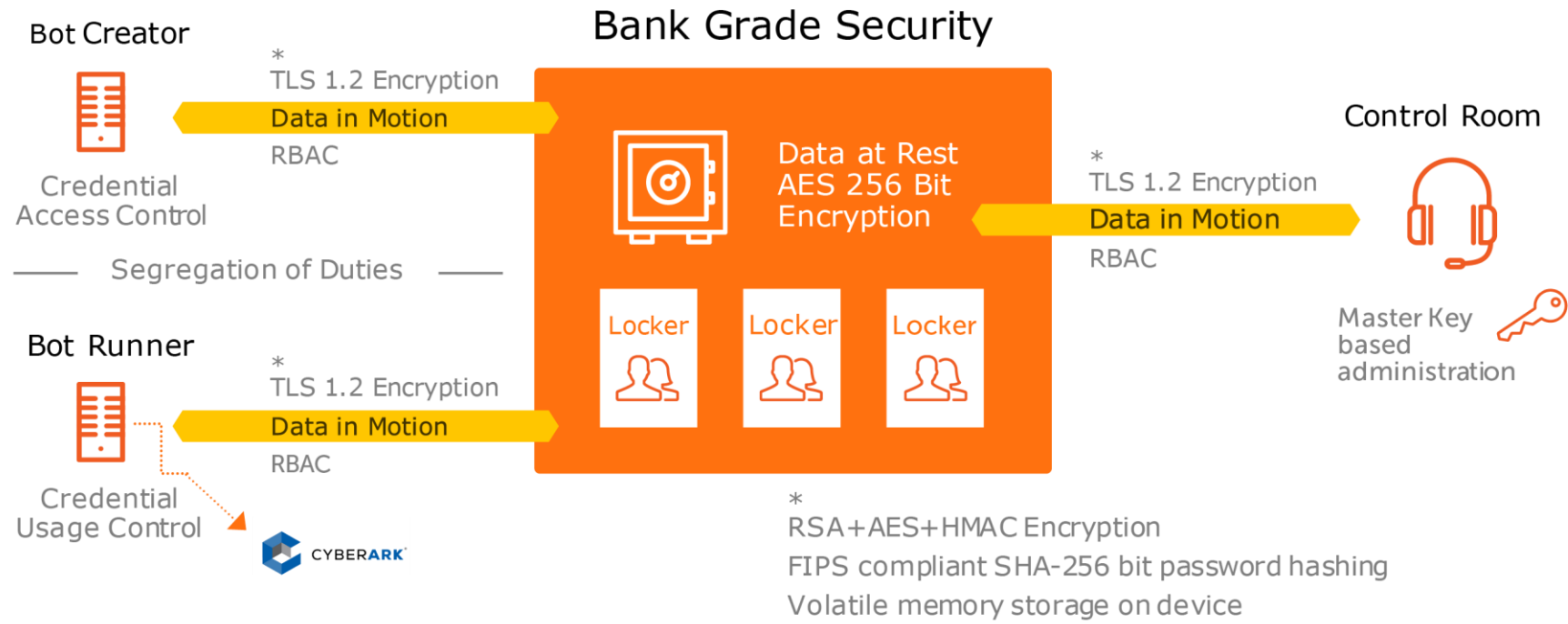
- Kerberos Authentication
- SAML 2.0 Support for Single Sign-On
- Two-Factor Authentication
- Veracode Level 5

SECURITY STANDARDS

Segregation of Duties and Least Privilege Access

Logical Separation Of Duties	RBAC on Bots, Bot Runners, Bot Schedules	RBAC on Credential Management	Role-based Processing Domains	RBAC on Operations, User Management, Permissions
Bot creators (development) and Bot runners (runtime)	Critical NIST requirements. Departmental Isolation Access enforcement, least privilege for code execution, least functionality	Credential owner, access and usage separation Locker management and locker admin separation	Applies least privilege principles to domains to enable seamless isolation Run and set production version separation	Segregation of duties even on privileged accounts Essential for enterprise-wide deployments

Credential Vault 2.0 with Locker Management



Two-Factor Authentication: Real-life Application



Challenges

Applying human standards of security, such as prevention of impersonation, to software bots



Solution

Implement two—factor authentication via virtual smart cards

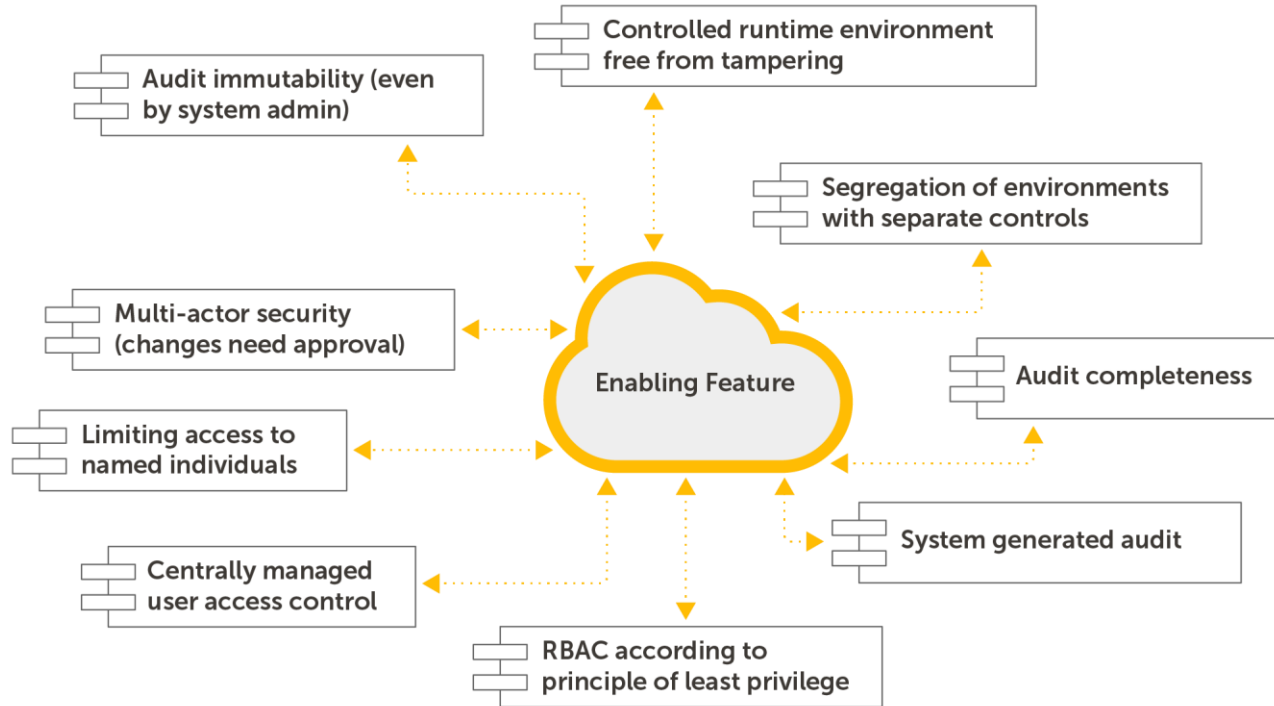
- Deploy enterprise-wide RPA using highly granular RBAC



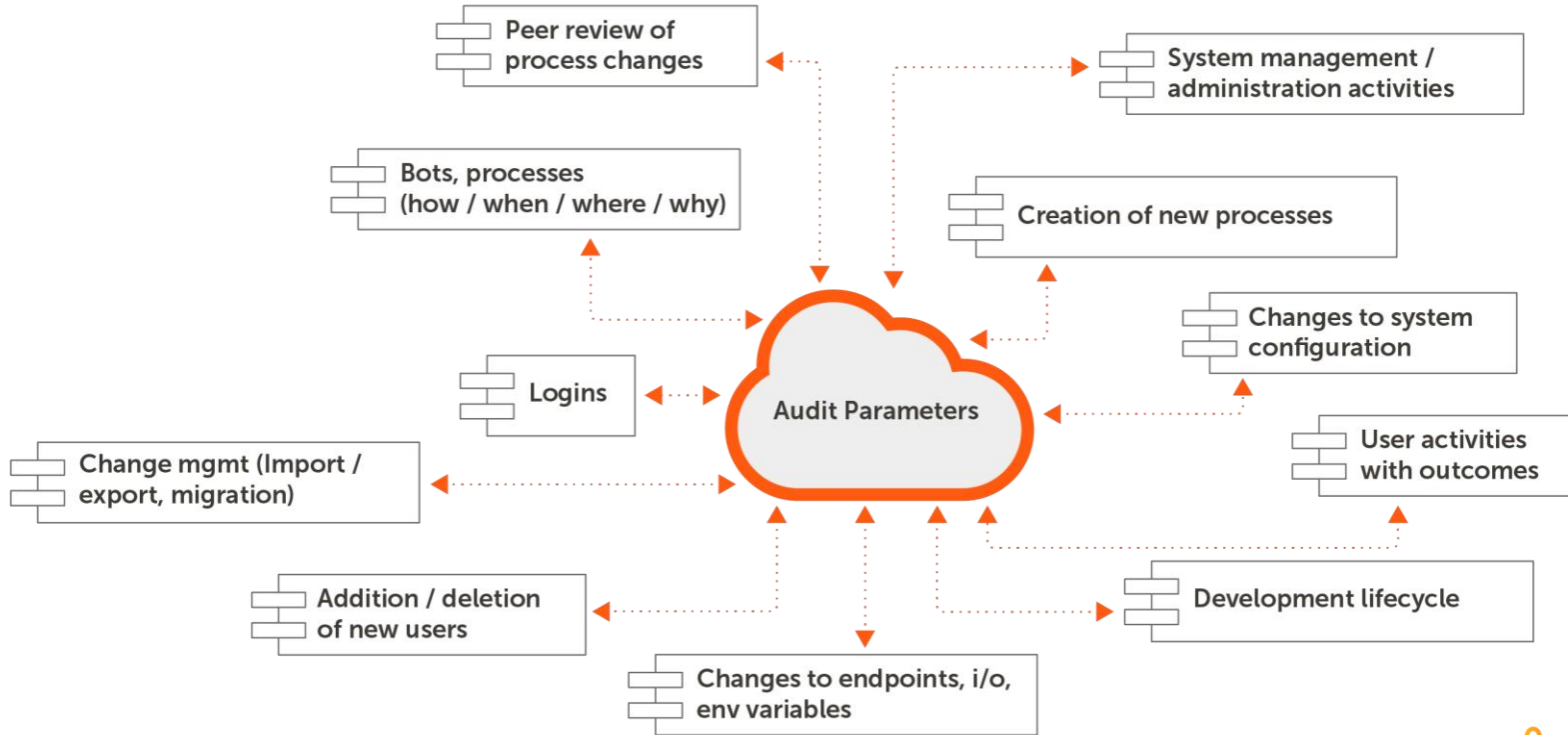
Benefits

- Security standards that are consistent across humans and bots

Non-Repudiation Control



Audit Completeness



3. AISense

AI Sense for Citrix Automation

Existing

- Object-based automation
- Co-ordinates and layout-based automation

New in Enterprise 11

- AI-powered automation intelligently creates dynamic linking between scanned objects

COMPUTER VISION

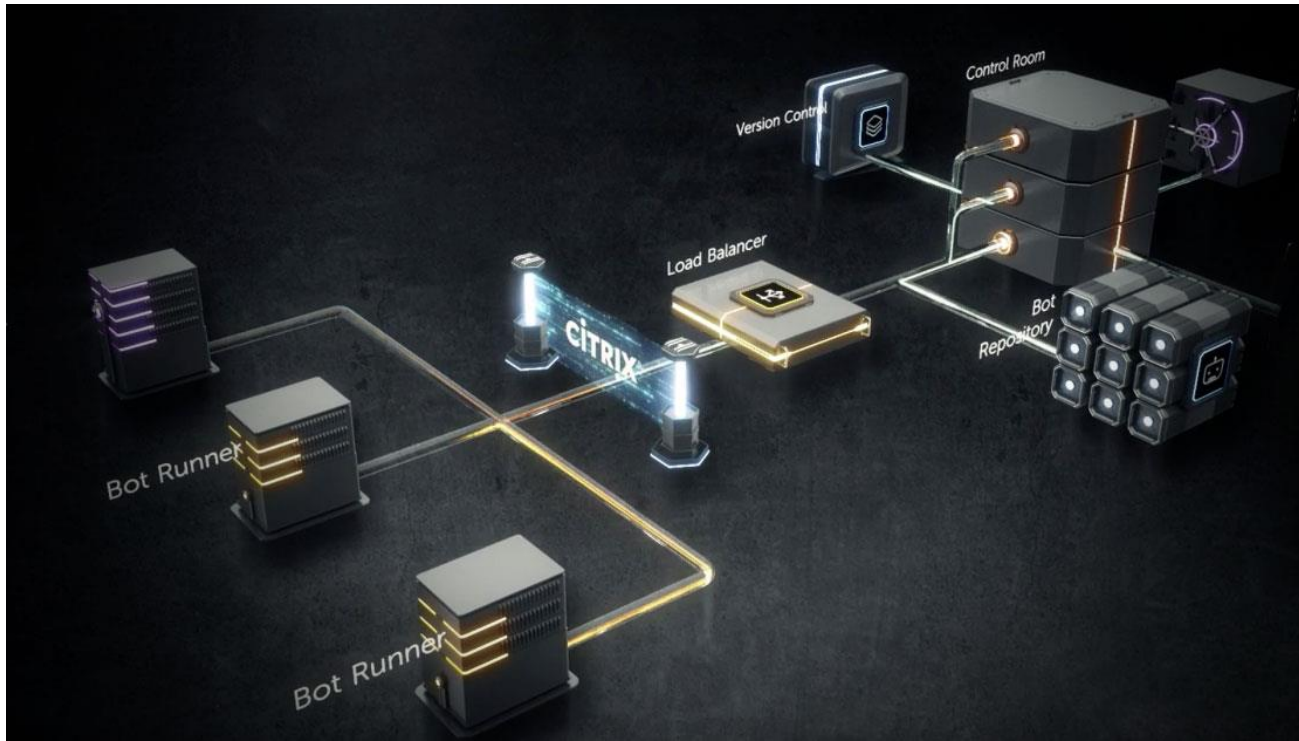
- Automates across dynamic fields, color changes, zoom level and screen resolution changes without errors

CHANGE AGNOSTIC

- Bulk data input and extraction in a single scan

**DATA BURST
TECHNOLOGY**

Computer Vision for Citrix, Flex, RDP



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AI Sense for Citrix Automation: Real-life Application



Challenges

Processing PII and sensitive data in a Citrix-type environment at a bank

- A Citrix environment that doesn't lend itself easily to process automation



Solution

Intelligent image recognition through computer vision and AI techniques

- AI Sense that is agnostic to application changes such as on-screen field position change position, application color changes colors, zoom level fluctuations or screen resolution updates
- "Data burst" technology for bulk data input and extraction



Benefits

- Citrix automation that complies with HIPAA and other PII regulations
- Significant savings in automation processing times

Automation Anywhere Enterprise 11

Digital Workforce Platform

Architected for the Modern Digital Enterprise

1. Enterprise-grade Architecture
2. Intuitive UI, Fast Deployment
3. Rapidly Scalable
4. Operational Efficiency
5. Bank-grade Security
6. Highly Extensible

Analysts and Partners View

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Analyst & Partners View

"Release 11 represents a significant movement of the needle as it relates to ease of use, scaling, and analytics. The user interface brings the overall user experience to new levels and the enhanced security management capabilities of the credential vault demonstrate Automation Anywhere's continued commitment to listening to its customers feedback and incorporating enhanced features and functionality in every release."

– James Manos, Director, Robotic Process Automation, ISG



ISG
INFORMATION
SERVICES
GROUP

Analyst & Partners View

"Automation Anywhere has enhanced its software by adding new features in areas such as workload management, automation lifecycle management, SLA-based automation, Citrix automation, and credential management as well as adding new data APIs. These additions should appeal to enterprise users who are looking for higher operational and security capabilities in RPA software."

– Sarah Burnett, Vice President, Everest Group



Analyst & Partners View

"Automation Anywhere gets high marks for both intuitive usability and scalability in the RPA user experience research HfS has recently completed. With the release of Enterprise 11, the company has introduced significant enhancements, most notably higher-level security, credential vaults so only authorized people have access to bots, sophisticated workload management, as well as an attractive new interface, which provides a compelling user experience."

– Phil Fersht, CEO and Chief Analyst, HfS Research



Go be great.