AutomWorx Upgrade Services Datasheet

Our Consultants have over fifteen years of Automic software implementation experience

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Maximize your Automic investment by understanding and leveraging more product capabilities – *especially with Automic Workload*

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We develop custom solutions including proprietary migration utilities

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AutomWorx is a software reseller and offers licenses & maintenance

Snapshot – Who is AutomWorx?

• AutomWorx is an independent consulting company staffed with a team of highly experienced solution architects, consultants, and project managers with over fifteen years of experience working with Automic software for customers globally. We are here to assist you with all of your Automic needs – whether that involves new licensing, installation, upgrades, migrations, product training or Extended Support.

Snapshot – AutomWorx Upgrade Services Offerings

• AutomWorx personnel are highly proficient in Automic OneAutomation, AppWorx, UC4, and various agents as well as Ellucian Banner, Informatica, Oracle E-Business, Oracle C2M/CC&B, Oracle PeopleSoft, Oracle JD Edwards, Oracle Retail, SAP, including the operating systems, database management systems & third-party utilities required to sustain your Automic environments.

• Depending on the version of AppWorx software that you may have in place, AutomWorx consultants may recommend that you migrate your existing job configurations to the Automic Workload Automation platform. Our senior consultants have written and successfully deployed the migration utilities needed to mitigate business disruption.

• In addition to Automic software upgrades, our consultants are also highly proficient at helping you upgrade your underlying operating systems, database platforms, and other third-party software utilities required to run your Automic environment.

• AutomWorx offers you expert end-to-end upgrade assistance:

  o In-depth architectural analysis, business requirements gathering, job configuration and report mapping

  o Technical and sizing consultation around the hardware, operating systems, database management systems & third-party utilities required to sustain your new Automic environments

  o New software installation in your non-production and production environments

  o Proprietary, custom-written migration utilities in the event you need to map your existing job configurations to your new Automic environments

  o Establishing a Disaster Recovery plan and configuration with you

  o Creating test scripts and assisting you with your testing & issue remediation efforts

- o Go-live assistance

- o End user and administrator workshops to become familiar with new features and capabilities in later versions of Automic software

- o Formal education and training services

- o Project management oversight with a specialization in Automic software upgrades

Recap: Automic Upgrade Services

- AutomWorx will assist you with a successful upgrade across all of your environments: non-production, production, and disaster recovery because our consultants have been helping customers upgrade their environments for over fifteen years.
- AutomWorx offers product installation, education, data migration and integration services as part of any applicable Automic migration services offering.
- Our consultants provide pre- or post-upgrade workshops to administrators and end users to help you understand "what's new" between the current Automic software version you run and the target version you will upgrade to.
- If you do not currently have Automic Workload installed, we will help you understand why it might be the right time for your business to move to this version:
    - o Automic Workload application is Broadcom's go to market recommendation.
    - o Automic Workload is heavily developed so that customers can take advantage of the latest technologies.
  - Automic Workload is a true enterprise software product that introduces many features that do not exist in AppWorx. Just some of the features that Automic Workload offers include:
    - ▪ Active/active Automation Engine (master) Configuration as an HA Solution
    - ▪ Support for multiple databases (Oracle, MS SQL, PostgreSQL and DB2)
    - ▪ Support for the majority of OS hardware offered in the market
    - ▪ Multi-client technology to help minimize the requirements of multiple non-production masters/environments
    - ▪ Analytics Reporting and Dashboards
    - ▪ OS Agent can run with lower Automic software versions so there is no need to upgrade all your components at once
    - ▪ Zero Down-time Upgrade (ZDU)
    - ▪ Centralized Agent Upgrade (CAU) to help you schedule OS agent upgrades
    - ▪ Updated Rapid Automation Agents, including:
        - o WebServices for both REST and SOAP calls
        - o Oracle E-Business Suite, Oracle PeopleSoft, Oracle Hyperion, Oracle JD Edwards
        - o Ellucian Banner
        - o FTP, Informatica and others
    - ▪ API-enabled

The Fine Print

- AutomWorx does not release Automic software, product fixes, or software patches. You will need to download the target or latest publicly available software version from Broadcom. We will assist you with applying the new software to your non-production and production environments.

- Prior to any upgrade, we ask that you create a recent database and server backup in the event a system restoration is necessary. We are available to provide technical guidance and assistance to ensure you have recent and complete backups available.

For Your Reference – Automic Software Product Support End Dates

We provided a table below with the latest published information on product versions and end-of-support dates for your reference. AutomWorx Extended Support is available to provide you with the expertise – and time - to upgrade.

AppWorx (formerly known as Applications Manager)

Product	Release Date	End of Maintenance	End of Product Support
Applications Manager v9.3	2019-03-21	2022-03-31	2023-03-31
Applications Manager v9.2	2017-07-27	2020-07-31	2021-07-31
Applications Manager v9.1	2016-01-15	2019-03-31	2020-03-31

Automic OneAutomation (formerly known as UC4/Operations Manager, Workload Automation or AWA)

Product	Release Date	End of Maintenance	End of Product Support
Automic Workload v12.3	2019-07-18	2022-06-30	2023-06-30
Automic Workload v12.2	2018-06-29	2021-06-19	2022-06-19
Automic Workload v12.1	2017-09-29	2020-09-29	2021-09-29
Automic Workload v12.0	2016-09-30	2019-09-30	2020-09-30
Automic Workload v11.2	2015-10-30	2018-10-31	2019-10-31

Get Started with AutomWorx

- AutomWorx offers **expert project scoping and flexible terms and conditions** – contact us at info@automworx.com or (832) 240-7884 and schedule a convenient time to speak with an Account Executive **AND** technical resource to understand your business needs and provide you with a detailed project estimation.

We look forward to hearing from you!

-The AutomWorx Consulting team

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