



5 Ways to Boost IT Efficiency With Intelligent Storage and Robotic Process Automation

Table of Contents:

Executive Overview	2

Digital Transformation Demands Automation	2

RPA for Predictable, Repeatable Efficiency Gains	3

Leveraging RPA in Storage Management	3

Five Ways to Use HPE Intelligent Storage and RPA for IT Efficiency	4

Checklist for RPA Success	5

Conclusion	5

Executive Overview

Too many IT resources are being spent manually responding to storage problems and routine maintenance that, if left unchecked, could lead to downtime or data loss. Fortunately, a new class of intelligent storage with autonomous capability, combined with robotic process automation (RPA), can hyper-automate storage management, using software automation to perform tasks faster and more accurately. Read this white paper to explore five key benefits of deploying intelligent storage and RPA to optimize data center efficiency.

Digital Transformation Demands Automation

With digital transformation comes data — lots of it. Worldwide, we generate 2.5 exabytes (that's 2.5 quintillion bytes) of data per day.¹ The storage infrastructure that supports all this data is becoming more complex, with volumes being stored on-premises, at edge locations, and in the cloud. Geography isn't the only challenge; the volume, variety, and velocity of data are all outpacing IT managers' ability to manage, optimize, and secure it. Too much valuable IT time is spent on manual storage oversight at a business's financial and efficiency cost.

End users will spend more than \$200 billion on data centers in 2021; this is up 6 percent from 2020, due in part to digital transformation accelerated by the pandemic that has shifted many to remote operations.²

Latency caused by performance issues is another cost center. Amazon has found that every 100 milliseconds of latency costs the company 1 percent in sales.³ As digital transformation accelerates, automation to reduce manual IT tasks becomes mission-critical to efficiency, containing costs while using IT talent for more revenue-generating work.

As much as 80% of time in the data center is spent completing just 20% of tasks.⁴



RPA for Predictable, Repeatable Efficiency Gains

Automation often begins with infrastructure upgrades to autonomous servers driven by analytics and machine learning. These innovations use predictive analytics to deliver self-automating, self-managing capacity. For example, HPE Nimble Storage works with HPE InfoSight, a machine analytics engine, to predict and prevent up to 86% of storage issues.⁵ Companies that have deployed HPE Nimble Storage with HPE InfoSight have reduced time spent resolving storage-related support tickets by 85%, with 69% faster time to resolution.⁶

Robotic process automation (RPA) takes autonomous capability to hyper-automation, using software automation algorithms to automate actions typically performed by IT staff. It takes the burden away from humans to perform repetitive, low-value IT tasks at a fraction of the cost (and time) of traditional hands-on intervention. Some examples of IT tasks that RPA can replace include:

- Server maintenance
- Network administration
- Configuration management
- System monitoring and alerting
- Container management
- Compliance management
- Script execution
- Server and OS deployments
- Storage management

How does it work?

RPA provides an intelligent, instantaneous response to an event through code, responding, resolving, and updating with no human intervention. It uses software automation to automate mundane rules-based business processes. An RPA software algorithm can communicate with other digital systems to perform proactive or reactive tasks, automating the steps associated with a specific action, eliminating the need for IT staff involvement, reducing IT service ticket workloads, and reducing the potential for error.

RPA gains can be substantial.

In one example, a financial institution deployed 85 automation algorithms to run 13 processes, handling 1.5 million requests per year, adding the capacity equivalent of 200 full-time staff at 30% of the cost.⁷ Overall, automation can save employees six weeks of time per year, and nine weeks for business leaders — time savings that would be worth more than \$4 million per year to the average Fortune 500 company.⁸

“By 2022, 65% of organizations that deployed RPA will introduce artificial intelligence, including machine learning and natural language processing algorithms.”⁹

Leveraging RPA in Storage Management

When considering where and how to invest in RPA, storage management rises to the top of the list. Storage is arguably one of the costliest data center operations, due to the IT time and talent required to manage the massive increase in data volumes, the application demand for low-latency data access, and the complexity of provisioning workloads across hybrid architectures.

The automation achieved by machine learning and predictive analytics, like that available with HPE intelligent storage and HPE InfoSight, can remediate low-level storage problems and alert IT staff to performance issues. RPA can advance that automation by using executable code segments to act on information received from the HPE servers.

In essence, RPA decouples the endpoints of a maintenance or deployment task from the work it typically takes to complete it. For example, Anexinet can create RPA algorithms and logic to remediate an issue or respond to a request. RPA can also be programmed to interface with service desks, optimize business processes, or automate routine IT tasks, replacing manual steps with a code-based response.

Five Ways to Use HPE Intelligent Storage and RPA for IT Efficiency

1. Speed Response Time

Every minute of data center downtime costs an average of \$9,000,¹⁰ with larger enterprises paying more — for example, a 14-hour outage in March 2019 likely cost Facebook \$90 million in lost revenue.¹¹ To reduce downtime, HPE intelligent storage autonomously mitigates disruptions in data delivery, including the 46% that are storage-related and the 54% that are not, including configuration, interoperability, and other issues.¹²

For storage issues that require IT staff for resolution, RPA can be programmed to automatically respond to a triggered event or perform specific storage tasks, such as server maintenance or network administration, or to take a server array offline. For example, Anexinet programmed an RPA to work with HPE Nimble Storage and HPE InfoSight that generated an engineering ticket when an event was triggered, executed RPA to resolve the underlying storage issue, and finally notified all stakeholders of the actions performed, reducing IT time to resolution by automating that manual process.

2. Reduce Human Error

According to surveys of IT specialists, human error causes up to 75% of data center failures.¹³ Even simple storage mistakes can cause latency, performance slowdowns, and data loss. HPE Nimble Storage uses the predictive analytics of HPE InfoSight, gained through the collection and analysis of data from more than 100,000 systems, to prevent issues and deliver 99.9999% data availability.⁵ RPA added to HPE intelligent storage helps avoid costly errors that can lead to delays, using software automation programmed to accurately replicate a specific storage task or process with a predictable, repeatable outcome, without the hazard of human intervention.

3. Increase Agility

Business and operational needs can change on a dime, as many companies learned when the 2020 pandemic forced a shift to remote operations, requiring increased storage, server, and network capacity to ensure remote access to clouds, applications, and data. HPE Nimble Storage is cloud-ready and uses HPE InfoSight to reduce the need for manual triage. RPA can boost IT agility by launching programs to update server firmware, deploy and configure virtual machines, create virtual desktop templates, and ensure security compliance for lights-out data center operations.

4. Lower IT Cost

There are financial advantages to streamlining storage management. HPE intelligent storage autonomously optimizes storage volumes with data reduction technologies to deliver more capacity for less cost, while HPE InfoSight predictive intelligence reduces operational storage cost by 79%. RPA brings storage expenses down even more by reducing IT time spent on repetitive operations.⁵ For example, RPA automation from Anexinet can upgrade of thousands of servers with the same effort it takes to upgrade just one.⁴

5. Accelerate Innovation

Many companies delay innovation because they can't invest in the IT talent or infrastructure to bring ideas to market. HPE intelligent storage can be deployed as a service with pay-per-use pricing to eliminate capital outlays. RPA can be programmed to take over low-level storage tasks for programmatic remediation. This keeps staff focused on bringing products to market faster, improving customer experiences, and modernizing legacy processes to support innovation goals for the business and reduced downtimes.



Conclusion

As digital transformation accelerates data center operations, robotic process automation and autonomous systems such as HPE Nimble Storage and HPE InfoSight provide the much-needed ability to replace manual intervention with software automation algorithms to perform actions faster and with more predictable outcomes.

Anexinet leverages its RPA expertise to offer guidance on when, where, and how to deploy RPA with advanced knowledge and best-in-class approaches for helping companies achieve a competitive, operational advantage through systematic, strategic automation.

About Anexinet

As a Hewlett Packard Enterprise Platinum Solution Provider, Anexinet offers decades of experience optimizing IT infrastructures. We solve critical business challenges across the entire HPE portfolio, including hyperconvergence, intelligent storage, and networking — enabling organizations to build IT environments that empower their future.

Contact us at **610.239.8100** or
visit us at **anexinet.com** to learn more.



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¹ Domo, Data Never Sleeps 5.0, July 2017

² Gartner, Data Center Infrastructure Spending Downturn and 3 Actions for Recovery, Oct. 2020

³ Gigaspaces, Amazon Found Every 100ms of Latency Cost them 1% in Sales, Jan. 2019

⁴ Anexinet, Automation: Reduce Human Error, Save Time, Improve Efficiencies, accessed Feb. 2021

⁵ HPE website, HPE Nimble Storage, accessed Feb. 2021

⁶ HPE, HPE Nimble Storage Support is an experience you'll love, July 2020

⁷ CIO, What is RPA? A revolution in business process automation, Sept. 2018

⁸ Forbes, How Automation Could Save Your Business \$4 Million Annually, Aug. 2017

⁹ Gartner, Move Beyond RPA to Deliver Hyperautomation, Dec. 2019

¹⁰ Ponemon Institute, Cost of Data Center Outages, Jan. 2016

¹¹ Atlassian, The path to better incident management starts here, accessed Feb. 2021

¹² HPE, Machine learning boosts application uptime, June 2019

¹³ Network World, The biggest risk to uptime? Your staff, Oct. 2019

Checklist for RPA Success

Hire an RPA Expert

Programming RPA takes a great deal of expertise. A DIY approach could take too much IT time and resources to make it economical. Solution providers like Anexinet provide the strategic and technical guidance to program and deploy RPA with repeatable, predictable outcomes aligned with business needs.

Ensure RPA ROI

A poorly configured RPA or one that doesn't automate the correct process could leave your staff working harder to support the code. As an RPA pioneer and patent-holder, Anexinet works with companies to build RPA into existing systems, providing the design, planning, deployment, and governance to ensure it delivers business value.

Choose Proven RPA Technology

Like any software code, RPA errors can occur, so it's essential to choose an RPA provider with proven outcomes. Anexinet has a patent-pending IT Process Automation solution built on proven architectures and automation orchestration engines that have been deployed in some of the largest enterprises around the world.

Overcome RPA Resistance

Reduce internal resistance to RPA by building confidence in the approach. For every 100 lines of code, Anexinet includes roughly 500 lines of safety logic. We also provide complete insight into the RPA function and work with internal teams on the solution and outcomes.

Seek RPA Support

Anexinet supports RPA clients with experts, scrum teams, and talent to solve automation problems with HPE intelligent storage and RPA solutions that speed ROI. Our support teams work with internal staff to optimize deployments and extend automation as needs change.