

SOLUTION BRIEF: AUTOMATION ANYWHERE WORKLOAD MANAGEMENT



BACKGROUND

Balance is a critical component of every business function. In IT for example, admins need to spin up and spin down VMs in cloud environments to meet user workload demand. In automation, RPA managers want to be able to spin up bots as needed to meet their users' demands and service level commitments.

THE SOLUTION: AUTOMATION ANYWHERE ENTERPRISE WORKLOAD MANAGEMENT FEATURE

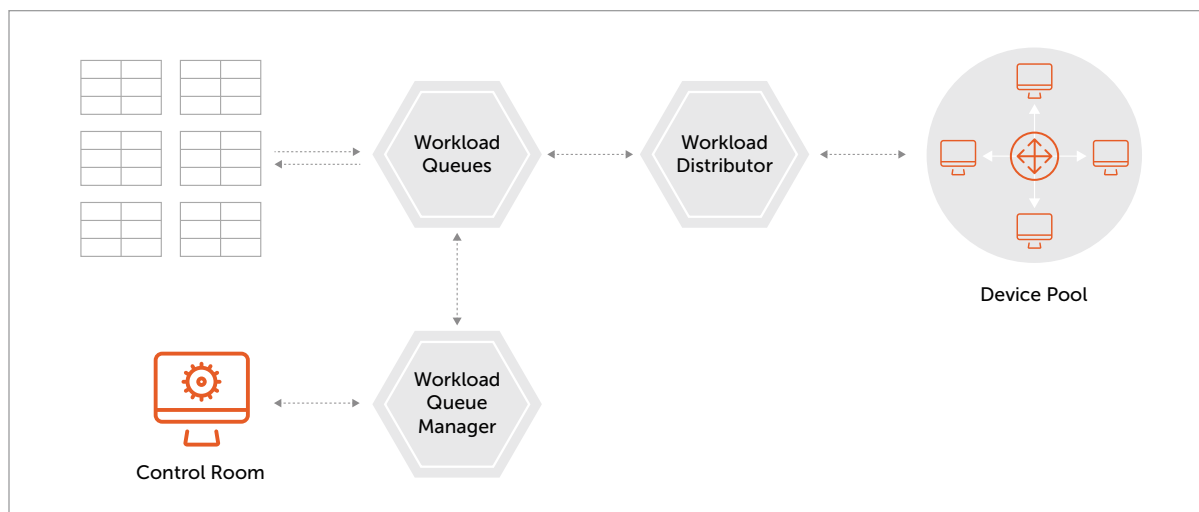
Automation Anywhere Enterprise includes Workload Management (WLM), an important feature for organizations who need to add, remove, and manage bots to meet the changing requirements placed on automations.

WLM has been designed to help organizations meet service level agreement (SLA) demands by allowing them to prioritize high-value tasks and processes. WLM has a built-in SLA calculator and an RPA-as-a-Service capability through its integration with BotFarm™. Bot Farm is the industry's first and only bots-on-demand platform that enables bots to be spun up to meet increased demands as and when needed.

HOW IT WORKS: DYNAMIC WORKLOAD MANAGEMENT

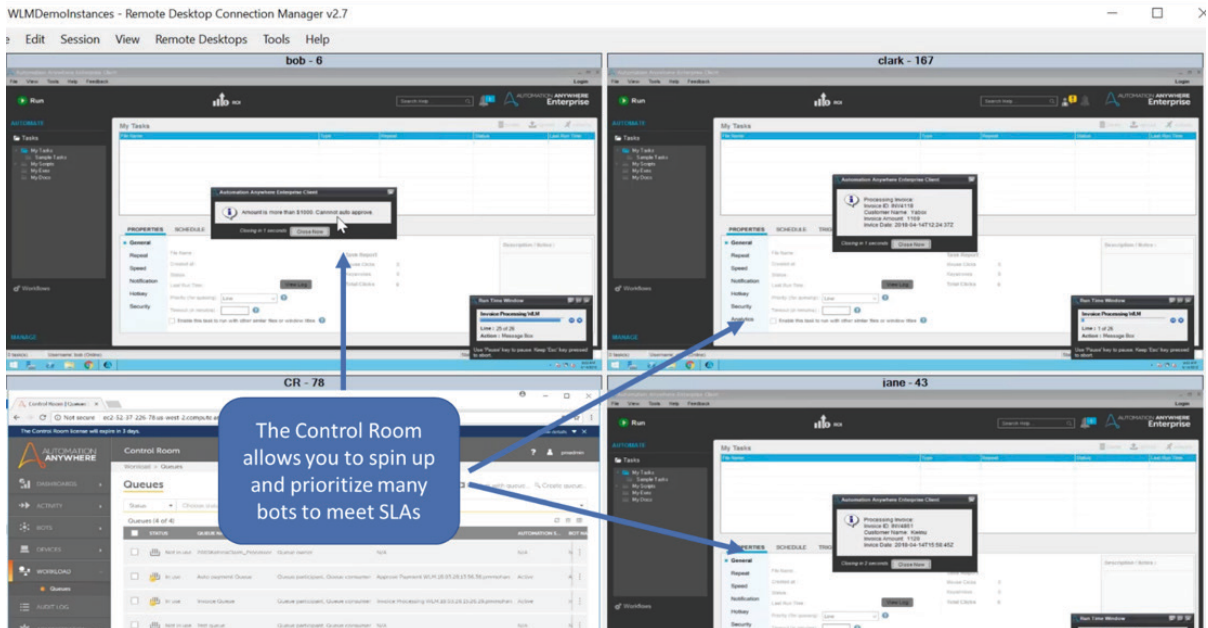
For enterprise-scale automation to meet the demands of dynamic service level agreements (SLAs), Automation Anywhere's workload management includes a built-in SLA calculator with a human-in-the-loop flexibility to enable prioritization of high-value task queues. Additionally, WLM provides high redundancy to guard against individual bot runner failure.

WLM manages workloads by dividing the work into logical segments and processing those segments simultaneously and securely on different devices to ensure optimal resource utilization while meeting time-based SLAs.



Devices in a single device pool process different bots from separate queues at the same time; this optimizes resources and throughput.

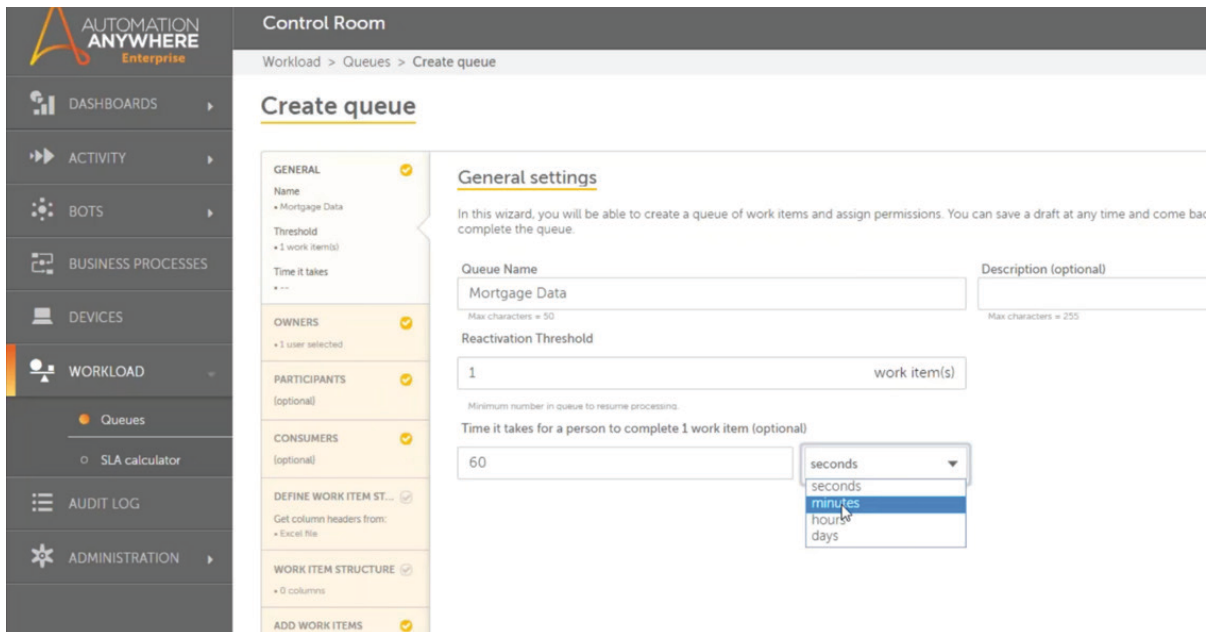
WLM is managed and monitored in the Control Room, making access simple and efficient.



The Enterprise Control Room enables workload management amongst bots.

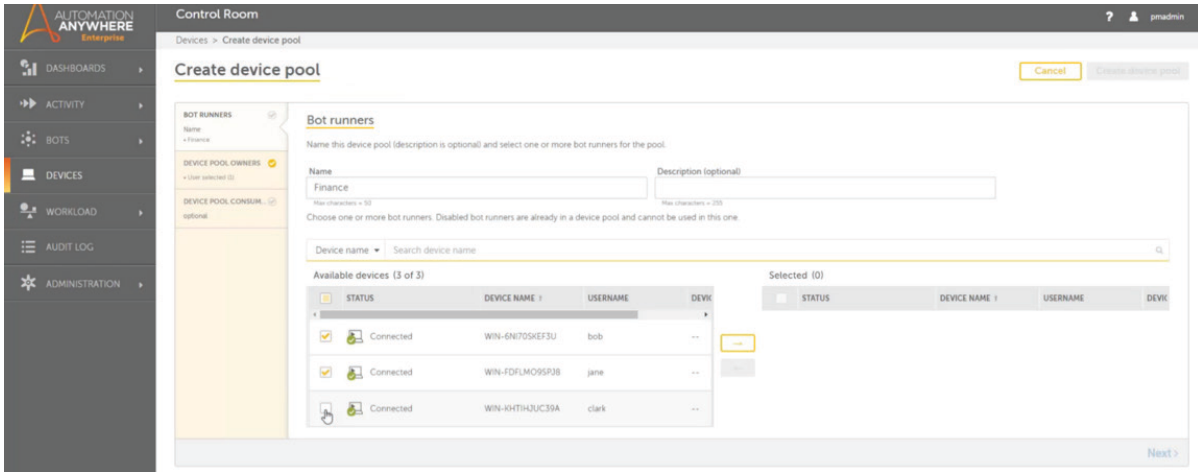
WORK QUEUES

To establish the time-based processing for work items, the Control Room uses “work queues” to gather the type and timeframe for the data elements. As you can see from the screen below, a mortgage company is using a work queue “wizard” to document the time it would take a person to review mortgage data for a mortgage loan application. In the case below, the time required is 60 minutes.

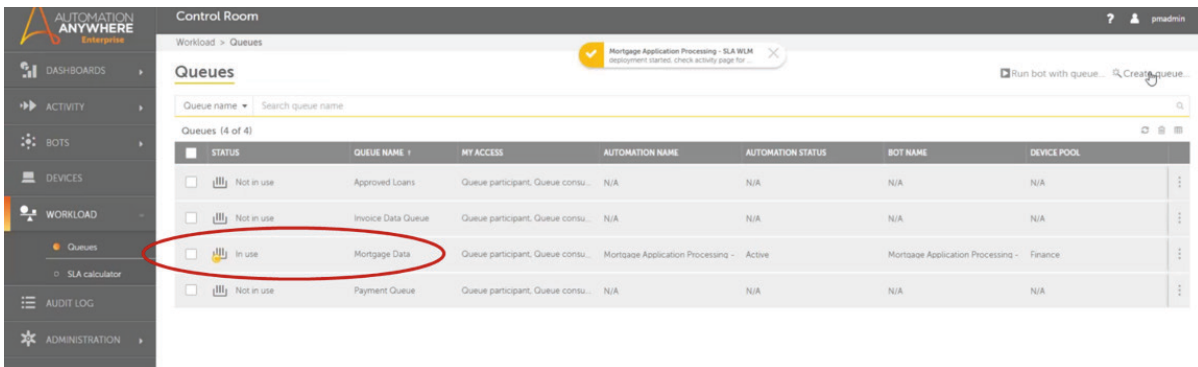


DEVICE POOLS

Now that different work queues have been created, they can be enabled via a “device pool,” which is comprised of the bot runners, which will process the queue of work items.



A queue can be started with a simple mouse-click, and the Control Room will show its status.



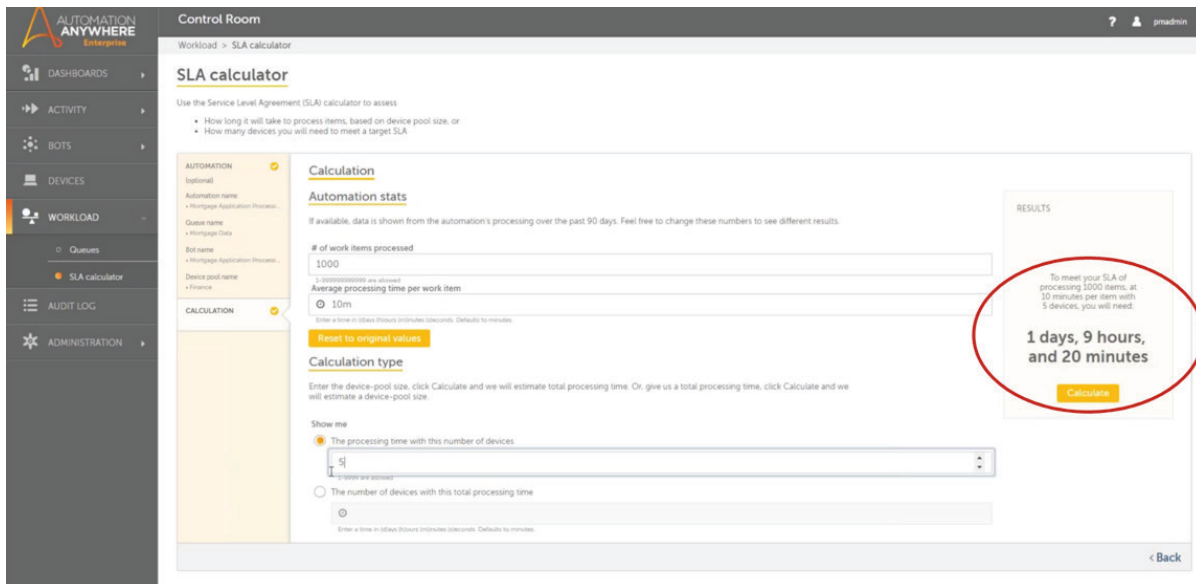
The queues can be scheduled to run at certain times, such as during off-peak hours, in order to optimize workload processing for the entire organization. The queues can be viewed and edited at any time to add additional work items as needed. In the mortgage bank example, this might be especially important at the end of the month, when banks typically experience high volumes of work to be processed.

The WLM feature also allows automations to be set up in a round-robin fashion, that is, where each task is given a specific slice of time for work, and the processes are done in a cyclic fashion. Optionally work can be queued up in the order that the user chooses based on priority.

SLA CALCULATOR

Another very useful feature of the Workload Management system is the SLA Calculator. This feature enables users to determine how many devices should be assigned to a device pool to meet a particular SLA. So, in the mortgage bank example, if the bank promises a loan application turnaround in two days, they can adjust the number of devices to meet that promise.

As can be seen in the screenshot below, the user enters the work items to be processed, i.e., the calculation type, either by stating the number of devices to find the processing time or by stating the processing time to ascertain how many devices are required to meet that time target.



By using the SLA calculator, users never need to miss deadlines.

As an additional measure, the Automation Anywhere Bot Farm can be used to spin up additional virtual instances to meet SLAs. And once they are no longer needed, these instances can be set to automatically spin down.

ENTERPRISE 11.3.3 WLM UPDATE

In Enterprise 11.3.3, the WLM algorithm has been improved and rewritten in several places, to ensure the following:

- Devices in the device pool proactively pick up the pending work-items across multiple queues
- A better utilization of devices in scenarios where work-items having irregular processing times
- The failure of a bot on a single device does not adversely affect the whole device pool

In addition to the improved design, there have been other functional improvements to WLM such as:

- New APIs to update/delete work-items and get the list of queues
- The work-item values now support up to 1000 characters
- WLM user interface has been improved to show up to ten work-item columns and the work-item result

SUMMARY

Successful organizations are excellent at balance, especially when it comes to managing workloads. The Automation Anywhere Enterprise workload management (WLM) feature enables companies to better manage automation processes which, as a result, will help them manage overall work processes. This is critical for companies who must meet stated objectives such as service level agreements (SLAs). For example, work can be scheduled for off-peak operation so as to mitigate any impact on IT operations and possibly even to take advantage of lower costs during those timeframes.

The WLM feature provides organizations with a tremendous advantage from a financial, IT, operations, and even a marketing perspective, as companies with WLM can better manage and thus better predict automation results for their market. This allows them to better position themselves for their customer and against the competition. And in today's competitive market, companies need all the advantages that they can get!

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