



Pliant

Does This Complement or Replace My Existing Automation?

How to Effectively Build an Internal End-to-End
Infrastructure Automation Experience

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As tech stacks have grown more complex and disparate, every new tool that you add to your infrastructure needs to undergo a rigorous assessment to understand its ROI.

Does it add value to your team, clients, or business model? And, more importantly, does it serve as a complement to your other platforms, or is it a replacement?

How to Decide? Start Here.

Ask yourself the questions below for initial direction on if you should use your new solution as a **Complement** or a **Replacement**. Then, explore that path more fully on the following pages.



Do I need to avoid downtime during a transition to a new platform?



If you are upgrading your tech stack and moving from legacy vendors, a low-code platform orchestrates that transition quickly and ingests existing automation to ensure your customers don't experience any downtime.

Is my existing provider not keeping up with demands or new integrations?



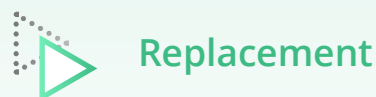
In this case, you need to look elsewhere. If you want to keep pace with innovation as well as your competitors, you can't let a tool or platform hold you back.

Am I looking to add an automation layer onto manual processes?



In this situation, your new platform isn't serving to take the place of any existing tools. It's only meant to offer you an entrance to infrastructure automation and simplify your team's workload.

Do my existing solutions lack scale, compliance, or pose security risks?



It's time to move forward with replacing your current platforms with a new one as soon as possible. These are non-negotiable requirements that make your current infrastructure vulnerable.

How Your New Solution May Complement Existing Ones For a More Complete Architecture

All of the tools you need to effectively monitor or make updates within your infrastructure might be as disparate as the stars in the sky. You need one centralized location that can sync all of these services so that there is no time or energy wasted trying to track down and use multiple platforms.

If your new solution is a true complement to your infrastructure, it should function to:

✓ **Ingest existing automation...**

to enable your business to start achieving an ROI on day one and to realize digital transformation and IT integration projects in less time and at less cost.

✓ **Act as a single source of truth...**

so that all automation can be centralized, audited, and run from a single secure location — no longer residing on numerous servers, desktops, etc.



Complementary Use Case: How Pliant Facilitated ITSM Automation with ServiceNow

Pliant provides a robust, automated solution to validate, diagnose, and quickly resolve incidents via ServiceNow tickets. Pliant reads and updates ticket data from ServiceNow in real-time to enable automated incident resolution: before it costs you time and money.

Only when tickets require human attention will Pliant escalate them for human review, in which case robust automation can be implemented to handle and mitigate any incidents of similar cause in the future.

In this example, we see Pliant saving the equivalent of two full-time employees by enabling disparate services to orchestrate a response to an issue.

How Your New Solution May Replace Existing Ones For Increased Efficiencies and Streamlined Processes

Nearly 40% of IT professionals across silos report that writing the code to automate at the API-level is their biggest challenge. The learning curve can be a challenge, and reducing barriers to entry when it comes to implementing infrastructure automation is a business imperative that a replacement platform can solve.

If your new solution is a true replacement to your infrastructure, it should function to:

✓ Lower the coding barrier to entry...

with low-code solutions that allow more people across your organization to write meaningful automation and eliminate the guesswork of working within the confines of specific vendor API's.

✓ Set a common starting point for all automation...

to clear the slate and give your organization room to scale. Your new solution should eliminate the days and weeks of research (and the weeks and months of writing code).



Replacement Use Case: Auto-Provisioning of Virtual Machine Infrastructure

A tier-one operator was faced with the challenge of provisioning virtual machines (VM) in multiple different private cloud technology stacks.

The required IT and network engineering skillsets to accomplish the task made it such that it was taking over a week to get a VM spun up from start to finish.

By deploying Pliant to provision the VM, the operator was able to reduce the end-to-end time from 8 days to 6 minutes and make it so the technology stack was transparent for end-users. In addition to the time savings, the reduction in human error and the streamlining processes allowed the business to move faster and become more agile for customers.