gluware®
Intelligent Network Automation

GLUWARE
Service Connectors
Pre-built API Integrations Accelerate End-to-End Process Automation

Problem

Automating with an API (Application Programming Interface) is not trivial, and rarely does a network engineer have the time or skill set to develop, test, deploy and support these integrations. An API requires advanced programming to execute the calls and process responses. Most modern applications support REST-based APIs, but that's not always the case – and some employ unique variations. One of the major challenges with APIs is their unpredictable levels of documentation and functionality. Bottom line: when building integrations in the service layer of network operations, it is extremely complex.

Solution

Gluware Service Connectors provide pre-built integration with popular service layer products for managing your network, including ITSM, CMDB, and DDI applications. Instead of attempting to D.I.Y. and face the challenges of automating APIs in the service layer, simply plug-and-play with Gluware. For each service connector, Gluware has built a library of the required API calls and packaged them as tasks available in the Network RPA application. This is drag-and-drop, no-code automation. For customers who want to customize and expand capability, the REST Development Kit (RDK) classes are also available in Gluware Lab, a low-code IDE. In addition, Gluware provides enhancements, support and training for the service connector packages.

Gluware Service Connectors At-a-Glance

Leverage pre-built API integrations with widely used platforms to build no-code end-to-end process automation in the management plane.

- Gluware developed and tested API integrations are packaged as drag-and-drop tasks in the Network RPA application and come with Gluware support
- Quickly enable no-code automation of widely used platforms like ITSMs, CMDBs, DDIs and more
- Build workflows that require integrations with 3rd party systems using packaged service connectors from Gluware to save time and ensure performance
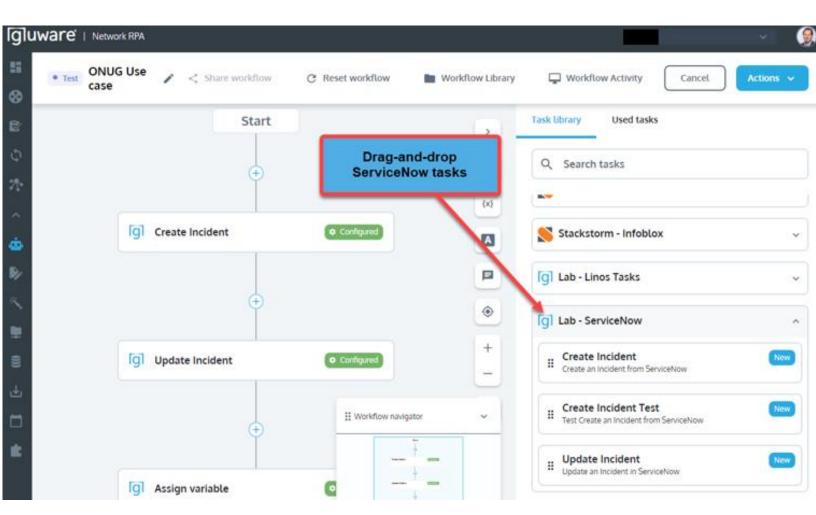
Watch the Demo

Benefits

Gluware Service Connectors simplify the automation and orchestration of 3rd party systems integrating with the management plane. They enable NetOps with no programming skills, and deliver the ability to build, test and deploy end-to-end process automation using Network RPA.

Accelerate Automation

The automation of NetOps tasks and processes means agility and increased uptime with improved security and compliance. Normally, automation involves significant time for training, development, testing and maintenance. This is especially true for service platforms in the management plane. Gluware Service Connectors eliminate most of the time required, significantly accelerating the implementation of critical use cases.

Automate End-to-End Processes

Most IT organizations achieve some level of task automation, but rarely get to process automation enabling end-to-end orchestrated actions for activities like moves, adds, changes, and troubleshooting. Gluware Network RPA enables this with a no-code, drag-and-drop solution for process automation. Gluware Service Connectors deliver packages of automated tasks for the management plane.

Build no-code process automation including 3rd party integrations like ServiceNow using Gluware Service Connectors

Use Cases

Automate the Service Layer

Gluware provides automation and orchestration of both the network infrastructure and the service layer (management plane). Automating the service layer is important when evolving from task automation to process automation. For example, the end-to-end process for a NetOps engineering to perform a move, add or change on the network layer will often involve detailed steps in the service layer to open a change request in an ITSM, change data in a CMDB, and make edits to DNS, DHCP or IPAM (DDI). Gluware Service Connectors delivered as packages of tasks in Network RPA enable the ability to:

- Provide drag-and-drop, no-code automation
- Automate end-to-end processes so the proper steps are always followed
- Handle variable management with responses from API calls
- Ensure compliance and security standards are maintained

Enable Bots to Execute Event-Driven Automation

Users can build no-code workflows using Gluware Network RPA. Workflows can be executed manually, scheduled, triggered, or event-driven. When automation is running, it is critical to provide updates to external systems, like ITSMs and communication platforms so activities are documented and are compliant. When a workflow runs as triggered, event-driven, or scheduled it is considered a "bot" performing robotic process automation. Every workflow created in Gluware has an API call available so they can be invoked "event-driven" from a 3rd party system. Use Network RPA workflows for bots including:

- Automated drift detection or audit with remediation
- Automated security response to segment or lockdown the network
- Automated troubleshooting processes to identify issues
- Integrated 3rd party APIs with all processes to provide communication and more

Automate ITSMs, CMDBs, DDIs and More

Gluware release 5 introduces the Gluware Service Connectors with packages including ServiceNow and EfficientIP. ServiceNow provides IT Service Management (ITSM) as well as Configuration Management Database (CMDB) capabilities. EfficientIP provides DNS, DHCP and IPAM (DDI) capabilities. Both are widely used in enterprise NetOps.

Gluware® Intelligent Automation Platform

Today's scalability, reliability, complexity, and time-to-value requirements demand that multi-vendor, multi-domain networks have three attributes: rapid value, intelligence to handle complexity, and simple customization.

Suite of Applications

Gluware provides a suite of applications to inventory, config drift monitor, config audit, automate OS upgrades, manage configurations, automate processes, generate topology. These out-of-the-box applications deliver rapid value and are easily customized with Gluware Lab low-code IDE.

Intelligent Orchestration Engine

The Gluware orchestration engine provides the underlying components to safely and securely manage CLI, API and Cloud systems at scale, across multi-vendor, multi-domain networks. The data-model driven system provides idempotent declarative provisioning for reliability.

Integrated Vendor Adapters

Gluware's integrated stack supports 40+ network operating systems across traditional (CLI), modern (API) and public Cloud domains. The semantic engine enables intelligent interaction to read and write with the native CLI/API/Cloud. The low code Gluware Lab IDE customizes abstractions, business logic ,and integrates with 3rd party systems.

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