

Stepping Up to the New Risks of Digital Business

Automation Helps Ensure Business Continuity



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DIGITIZATION IS DRIVING A STEADY STREAM OF CHANGES every day throughout complex enterprise landscapes. Across industries and around the globe, companies are furiously seeking to transform into digital and digital-first businesses. They want digital projects to be completed in a matter of days and weeks rather than months and years. That is today's new digital reality. But in the rush, it's too easy to lose sight of increased digital risk, which involves more than network security, defending the perimeter, and data protection. All this change brings with it the risk of business process failures.

Today, every business is a digital business. It's hard to think of a corporate business process that is not supported by some sort of digital technology or enterprise software platform. But because most business processes in large organizations span multiple apps and technologies – Web, cloud, mobile devices, big data, and dozens of enterprise applications – even a minor glitch in just one of those applications and environments could have a domino effect that impacts revenues, profits, or the customer experience.

For the digital enterprise, business success depends largely on working technology. But by 2020, according to Gartner, 60 percent of digital businesses will suffer major service failures due to the inability of the IT team to manage digital risk in new technology and use cases. Simply hoping that you are not among those who will experience a major failure is not an effective digital risk strategy.

Gaps in business continuity? Not an option. Digital business processes span a complex patchwork of applications that can be deployed within an organization's four walls, or in the cloud where they may be completely outside of its control. Major application failures, like the four-hour shutdown of the New York Stock Exchange, can incite brand-damaging headlines. But often there are errors in business rules, configuration, or integration that are much harder to detect, such as mispricing – no one wants to sell airline tickets for \$6.00 and then be forced to honor those purchases.

Automation software has become essential to help companies mitigate digital risk. Automated functional testing helps companies check every business process and every underlying enterprise system – every day – to verify that all business processes work across all enterprise applications.

Replace manual labor with digital labor. Given the complexity of today's enterprise landscapes, there is just no way to validate business processes manually. Automated business process testing and validation replaces manual labor with digital labor. One enterprise is currently validating 300,000 business process steps daily on 100 virtual machines during a two- to three-hour nightly window. Industrial-scale automation overpowers and controls digital risk.

Lock in high quality execution, end-to-end.

Worksoft automation offers the only way to validate end-to-end business processes completely and efficiently. It works for customer-facing websites, SAP, Oracle, Salesforce, and other enterprise apps. It continues to perform as underlying applications change.

Digital transformation introduces the risk of business disruption, but it's a risk that can be and must be effectively managed. Don't wait for a major failure to take action. Take concrete steps to control digital risk today – with automation.

For more information on Worksoft's business process discovery and validation solutions, please visit Worksoft.com. ■

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