

Modernize IT automation to improve efficiency

Customer outcomes with OpenText Automation Center across provisioning, remediation, and multicloud automation



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IT automation and orchestration with OpenText

OpenText™ Automation Center modernizes infrastructure automation by unifying provisioning, remediation, and workflow orchestration into a single, governed platform. It replaces fragmented scripts and manual tasks with repeatable, AI-ready, scalable automation that cuts operational cost, reduces risk, and accelerates IT delivery.

The following pages show how global organizations use OpenText Automation Center to automate patching, incident response, multicloud provisioning, and more—building more efficient, resilient, and modern IT operations.



OpenText Automation Center is a modular platform that enhances and unifies capabilities from these former OpenText products:

- Operations Orchestration (OO)
- Server Automation (SA)
- Data Center Automation (DCA)
- Hybrid Cloud Management X (HCMX)



“...our productivity has increased by at least 25 percent, thanks to leveraging process automation, preventing human error, and having the visibility we need to improve our speed and agility.”

Edward Jackson

Operational System Support Manager,
Redcentric

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redcentric

Speeds root cause analysis and auto-remediation

Redcentric addressed manual inefficiencies, fragmented tools, and event noise by adopting OpenText solutions including Automation Center (Operations Orchestration) to standardize workflows and improve productivity through repeatable automation.

Highlights:

- Improved productivity by at least 25%
- Created runbook executions to support auto-remediation
- Reduced manual triage through consistent orchestration
- Streamlined event handling across distributed environments
- Established a foundation for AI-assisted remediation

[Full case study ›](#)

Boosts productivity by more than 200%

To deliver IT services faster and at a reduced cost while improving efficiency at scale and introducing orchestration as code, Air France-KLM uses OpenText Automation Center (Hybrid Cloud Management and Operations Orchestration) for cloud and on-premises service provisioning and lifecycle-management orchestration.

Highlights:

- Improved productivity by more than 200% through parallel workflow execution and reuse
- Created workflows in hours instead of days
- Improved flexibility and ease-of-use through extensible integration capabilities

[Full case study >](#)



"This enables people like me, who don't have relevant advanced automation clustering experience, to create automated workflows in a matter of hours."

Trajce Golomeov
Automation and Cloud Technical Architect, Air France-KLM



verizon

Cuts incident resolution from hours to minutes

Verizon's IT Cloud Services group needed to handle compliance, infrastructure variation, and sprawling operations more efficiently. The company adopted OpenText solutions including Automation Center (Operations Orchestration, Server Automation, and Data Center Automation) to automate routine tasks, eliminate duplication, and improve compliance and control across platforms.

Highlights:

- Saved \$35 million over five years
- Automated standardized processes to eliminate errors, variances, and duplicate effort
- Reduced MTTR from hours to minutes or seconds
- Deployed OpenText Universal Discovery to 10,000 servers in six weeks vs. nine months, complementing automation
- Ran 8,000-9,000 automation flows per month

[Full case study >](#)

Christopher Mapes

Technical Staff, IT Cloud Services, Verizon



Automates hybrid provisioning and lifecycle tasks

Istanbul Grand Airport adopted OpenText solutions, including Automation Center (Hybrid Cloud Management, Server Automation, and Operations Orchestration), to automate both physical and virtual server provisioning, accelerate delivery, and improve IT operations at scale.

Highlights:

- Provisioned servers more than 200% faster
- Improved IT administrator productivity by 80% in certain categories
- Provisioned about 850 virtual servers using automated workflows
- Unified provisioning of physical and virtual servers through the same interface

[Full case study >](#)

"We provision physical and virtual servers from the same interface... HCM [now OpenText Automation Center] includes a library of over 8,000 workflows and actions to leverage and automate typical IT processes."

Burak Çetinkaya
Datacenter & Network Manager, Istanbul Grand Airport





Saved more than \$2M with automated patching and remediation

Vodacom's diverse, clustered environment made patching and remediation slow, manual, and expensive—more than 2,000 man hours and more than \$200,000 per month. The team implemented OpenText Automation Center (Data Center Automation and Server Automation) to automate patch scans, remediation, and reporting, cutting cost and manual effort while improving visibility and control.

Highlights:

- Saved more than \$2 million annually by automating patching and remediation
- Ran fully automated patching in about four hours per week, with no human intervention
- Gave application owners one-click control over automatic vs. manual remediation
- Leveraged Server Automation for policy-based patching, deployment, and on-demand audit reporting

[Full case study >](#)

"All patching is now done automatically, taking just four hours each week, without any human intervention."

Tony Raphael

Senior Specialist Monitoring & Alerting,
Vodacom

Activates cloud services in minutes, revolutionizes IT operations

Telekom Srbija's cloud business was restricted by manual, paper-based processes and disconnected back-end systems. Using OpenText Automation Center (Hybrid Cloud Management, Data Center Automation), the company built a self-care cloud marketplace enabling virtual machines in under 20 minutes instead of two days.

Highlights:

- Increased active cloud service instances by 290% in one year
- Reduced time to activate IaaS from two days to less than 20 minutes
- Delivered SaaS applications within three minutes.

[Full case study ›](#)



“Automation and orchestration have completely revolutionized the way we offer solutions to our customers.”

Saša Đorđević

Section Manager, Digital Transformation & CX Design, Telekom Srbija



Cuts cloud provisioning time from two days to 20 minutes

Greenlight Group faced slow, manual provisioning when building AWS-based managed services. Using OpenText Automation Center (Hybrid Cloud Management and Operations Orchestration), Greenlight reduced its cloud-environment rollout time dramatically.

“HCM [now OpenText Automation Center] is the platform to build out the IT Ops automation strategy... It’s a solid, modern platform, with cloud service automation and operations orchestration functions as the underlying components... This is the total advantage HCM has – it’s vendor and cloud agnostic.”

Joe Madden

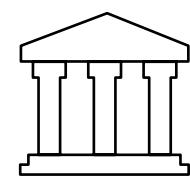
CEO, Greenlight Group

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Highlights:

- Reduced provisioning time from two days to 20 minutes
- Selected Hybrid Cloud Management for vendor-agnostic cloud delivery
- Enabled automated cloud-service delivery via orchestration and service design tools

[Full case study >](#)



Large Government Organization

Delivers significant productivity savings with orchestration workflows and closed loop remediation

Event handling and incident management processes contained numerous manual, error-prone human interventions. The agency implemented OpenText solutions, including Automation Center (Operations Orchestration), Universal CMDB, and Operations Management to enable integrated, end-to-end automation and self-service workflows within its operations control room.

Highlights:

- Delivered up to 80% productivity gains in daily repetitive work
- Created self-service workflows for frequent operational tasks
- Replaced manual activities with automated, integrated processes
- Increased job satisfaction through automation of repetitive manual tasks

[Full case study >](#)



“We estimate up to 80% productivity savings in the daily repetitive work we used to complete manually.”

Adem Özdemir
Managing Director, Novictus



Accelerates the deployment of its new ERP management system

Faced with a slow, manual process for commissioning complete environments during the redesign of its management software, Filhet Allard uses OpenText Automation Center (Operations Orchestration and Cloud Service Automation) to deploy Cleva ERP environments with predefined steps across Oracle DB, Citrix NetScaler, Puppet, vCenter, backup, and supervision tools.

Highlights:

- Delivers a complete ERP environment in 90 minutes
- Uses more than 200 Operations Orchestration flows for deployment
- Integrates Oracle DB, Citrix NetScaler, Puppet, vCenter, backup, and supervision tools in the workflow
- Enables staff to work from a single portal instead of multiple consoles

“They now operate a reduced number of tasks from a single portal and can deliver an environment in an hour and a half.”

Eric Swiniarski
Head of IT Architecture & Security Services, Filhet Allard

Delivers efficient self-service and integrated automation

Petroleum Development Oman needed to consolidate asset and service management delivery. The company implemented OpenText Automation Center (Data Center Automation and Operations Orchestration) along with OpenText Service Management (SMAX), leveraging AI and machine learning to create a more efficient and engaging experience for 12,000 end users.

Highlights:

- Handles office Wi-Fi access through a fully automated scenario via SMAX and Operations Orchestration, without any manual intervention
- Automated workflows, access to historic data, and knowledge articles help service agents resolve requests faster and improve end user satisfaction

[Full case study ›](#)

“We now have the best integrated platform in the industry to enable full integration and automation to deliver value to our audiences.”

Elchin Mahmudov
SMAX Technical Lead, Petroleum Development Oman





AKBANK

Saves thousands of human hours per week

Manual provisioning, patching, and compliance controls created operational overhead, risk, and inconsistent execution. Akbank uses OpenText Automation Center (Data Center Automation, Server Automation, and Operations Orchestration) to automate these processes, standardize workflows, and reduce manual effort across its data center.

Highlights:

- Saved thousands of human work hours per week
- Automated provisioning, patching, and compliance checks
- Reduced operational risk by automating compliance controls
- Minimized human errors by standardizing IT processes

[Full case study >](#)

“We saved an average of 5,000 human hours per week...”

Bülent Saltürk

Senior Vice President IT Operations and Systems Support, Akbank

Automates back-end fulfillment for services delivered through the AWS-based portal

Volkswagen Financial Services sought to reduce manual work and bring consistency to recurring service requests. The team adopted OpenText solutions, including Automation Center (Operations Orchestration) together with Service Management (SMAX), to automate backend fulfillment steps, standardize processes, and improve delivery across services offered through their AWS-based portal.

Highlights:

- Automated back-end services
- Simplified and automated recurring processes to reduce costs and improve service delivery
- Supported the AWS-based portal used across the organization

[Full case study >](#)



“...we plan many more optimizations, such as automated billing which will save users even more time.”

Paulina Otte
Project Manager, Volkswagen Financial Services



“Operations Orchestration [now OpenText Automation Center] manages all our SMAX [now OpenText Service Management] integration. It provides a seamless link between our SMAX-based service center and our enterprise systems.”

Uğur Çetin
IT Architecture Group Manager, SOCAR
Turkey

Modernize IT automation to improve efficiency



Automates cross-system workflows and security actions across a heterogeneous environment

SOCAR Turkey sought a unified way to automate integrations and security workflows spanning multiple enterprise systems. The organization adopted OpenText solutions, including Automation Center (Operations Orchestration), to serve as a technology-agnostic integration layer that connects OpenText Service Management (SMAX), directory services, security operations, HR, and infrastructure systems—enabling automated actions and reducing manual intervention.

Highlights:

- Automated firewall, URL, and server-access blocking
- Triggered SOC-driven security actions automatically
- Connected SMAX with AD, Exchange, HR, SOC, and uCMDB through OpenText Automation Center (Operations Orchestration)
- Automated cross-system workflows across vendor tools
- Reduced manual handoffs for multi-team tasks

[Full case study >](#)

Proven automation across every environment

Across industries and architectures, customers used OpenText Automation Center to modernize provisioning, remediation, cloud delivery, and workflow orchestration. Despite deploying different modules, the outcome is consistent: more reliable execution, faster delivery, and fewer manual steps.

Together, these results demonstrate how OpenText Automation Center becomes the unifying engine for operational efficiency, resilience, and scale.

Visit the [OpenText Automation Center product page](#) ›



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