Orchestrating Everyday IT
Cloud, virtualization and BYOD are changing the way people connect with each other and with IT. To meet the demand for anywhere, anytime connectivity, you need to orchestrate the everyday interactions between people, processes, best-of-breed tools and applications. Triton brings the power of IPAM orchestration to the network so IT can move at the speed of business.

- Extend the power of IPAM orchestration and self-service to network operations
- Integrate with best-of-breed tools and applications for end-to-end process automation
- Reduce turnaround time for network requests from days to minutes
- Efficiently delegate cross-domain workflows with approval chains and auditing
- Embed the expertise of your best IT staff into repeatable, consistent processes
- Design and tailor intelligent process workflows with a simple drag-and-drop editor
With an increasingly mobile workforce driving the rise of smart devices and cloud computing, IT organizations struggle to manage an ever-growing volume of network change requests. At the same time, the speed of business demands near immediate response for common requests such as provisioning a new server, spinning up a new virtual machine, onboarding a device or launching a new application.

In order for network operations to move at the speed of business, routine DNS, DHCP and IP Address Management (DDI) tasks must be automated. The challenge is that these DDI changes are only the beginning in a chain of tasks needed to complete the full IT request – and each manual handoff in the chain lengthens turnaround times. Only by automating and orchestrating the entire end-to-end process and integrating with best-of-breed systems like virtual infrastructure, asset management, ticketing and NCCM can IT deliver the rapid turnaround times that business demands.

Triton is an IPAM orchestration platform that reduces the load on network operations by orchestrating the interactions between people, processes, best-of-breed tools and applications. Triton ships with many out-of-the-box workflows that will speed common core services provisioning requests. However, the true power of Triton is its flexible orchestration engine that makes it simple to delegate tasks and manage multi-level approval chains. Triton makes it easy for users to request IT changes and ensures that those requests are complete and validated via a built-in self-service portal. Triton can even be tailored to your existing processes to deliver immediate value with no staff retraining required. Best of all, Triton is integrated with BlueCat Networks’ Proteus IP Address Management solution to provide visibility and control of “everything IP” on the network including devices, users and IP activity.

Everyday IT Tasks That Triton Can Automate:

- Provision a new server
- Spin up a new virtual machine
- Create a new application environment
- Create a new network
- Provision a new branch office or retail location
- Assign and delegate network configuration workflow
- Configure and set DHCP addresses and ranges
- Define, automate and audit approval chains for network changes
- Update and synchronize IT requests and tickets between systems
- Create/teardown a virtual test environment
- Self-register and onboard a new personal device
- Provision and onboard a workload in the cloud
- Add and update DNS information
IPAM Automation: Doesn’t look at the big picture.

Deploying a network-dependent service takes days with automation alone.

The demands placed on network operations by cloud, virtualization and BYOD have never been greater. Manual processes, homegrown solutions and piecemeal automation cannot keep pace with the increase in network change requests. This leads to unacceptable turnaround times and lengthy delays in deploying services. IPAM automation alone only goes so far to reduce the load on network operations. To see real improvements, you need to orchestrate end-to-end processes and workflow.

Service fulfillment without IPAM orchestration takes days
IPAM Orchestration: Empowering IT to move at the speed of business.

With Triton, you can deploy a network-dependent service in minutes.

Triton increases IT responsiveness by orchestrating end-to-end network provisioning processes and IPAM workflow across best-of-breed tools and applications. Triton reduces the load on IT by enabling staff to work faster and smarter. By going beyond simple automation, Triton dramatically decreases the time required to fulfill network provisioning requests from days to minutes. With Triton, your valuable IT resources can spend less time on repetitive, everyday operations tasks and more time on innovation.

1. Self-service portal request
2. Open a trouble ticket
3. Define network
4. Change router switches
5. Update service management system
6. Update security policies
7. Update billing system
8. Update and close ticket

Service fulfillment with Triton takes minutes.
The Triton IPAM orchestration platform delivers benefits in four key areas:

**Process Orchestration**

**Out-of-the-Box Process Automation**
Triton ships with many out-of-the-box workflows that simplify and automate the request and execution of common DNS, DHCP and provisioning changes that are critical to business.

**Tailored Processes and Approval Chains**
Triton can be easily customized using a drag-and-drop process editor to allow organizations to achieve workflows tailored to their existing processes, thereby removing the need to retrain staff. Little programming is required to enhance or modify processes on the fly.

**Multi-Level Approvals with Time-Based Targets**
Triton allows administrators to set “target completion” times for any step of a workflow. Targets can apply to either a manual step (e.g. a response SLA for an approval/rejection email) or an automated step (e.g. a response SLA for a call out to an external system). Administrators can choose the action to be taken if the time-out threshold is reached, such as escalation to a higher level or the assumption of an automatic rejection or approval. The latter avoids situations where an employee’s out-of-office or vacation time results in requests being delayed or rejected.

**Integration with Existing Systems**
External connections to in-place systems, databases or flat files can be added to Triton in a matter of minutes. This allows Triton to interact with other data stores and applications to obtain contextual data or enhance the out-of-the-box DDI workflows. Triton can also push request or fulfillment information out to other provisioning, ticketing or tracking systems used within the organization.

**Leverage Best-of-Breed Solutions**
Whereas other vendors’ tools require you to rip out existing solutions and replace them with a homogeneous “vendor stack,” Triton’s flexible integration framework allows you to avoid replacement costs and risks by maximizing the value of your existing best-of-breed technology investments.

**Drag-and-Drop Process Editor**
Triton includes a simple drag-and-drop editing environment that allows you to customize or create new processes, approval chains, reports or dashboards with no programming required. The expertise of your best IT staff can be embedded into repeatable, consistent, automated processes that improve quality of service. The process editor includes built-in error checking and a “test run” function to ensure that workflows operate correctly before they are rolled out.

**DNS, DHCP and IPAM Integration**
Seamless integration with BlueCat Networks’ best-in-class DNS, DHCP and IPAM solutions ensures that Triton will always be highly network aware. DDI integration enables you to benefit from powerful centralized management of “everything IP” on the network from a single pane of glass.
Self-Service Web Portal
An added benefit of orchestration is the ability to create an intuitive self-service Web experience for the users requesting network changes and the IT staff who need to make them. The connection between Triton and BlueCat Networks’ Proteus IPAM solution gives Triton the unique ability to automatically validate users’ network requests and save network operators the time and effort needed to clarify and validate incomplete or inaccurate requests. Finally, when Triton is tailored to your environment, it can automate whole requests and becomes transparent to both users and IT teams.

User and Group-Specific Portal Pages and Workflows
Selected users or groups can be given a different set of workflows that they are able to access based on their specific tasks, skills and focus areas. This allows the Web portal to remain simple and uncluttered for each user or group, while giving some users access to more advanced or secure workflows.

Customizable Look and Feel
The portal’s header, footer and CSS styles can all be customized to ensure a consistent and professional Web experience that reflects your organization’s brand and chosen look and feel. Each workflow can also be completely customized, not only graphically but also textually, allowing you to configure text and error messages that can be localized as needed.

Integration with Existing Authentication Services
Triton integrates with existing authentication services including LDAP and Microsoft Active Directory (AD). There is no need to create and maintain a separate database of registered users.

Tracking and Control

Dashboards
Triton provides dashboards that allow IT to track the progress of requests and ensure that approvals are moving ahead in a timely manner. Dashboards can be enhanced with charts, graphs, reports and any number of other objects to give each user or group in your organization a snapshot view that is tailored to their specific needs.

Built-in Reporting
Triton includes built-in reporting to help local administrators understand who is making which requests or approvals on the workflow portal. This not only helps audit the system, but also allows local administrators to determine which requests are most common in their area, giving them the intelligence they need to fine-tune processes and optimize turnaround times.

Workflow Visibility and Control
By leveraging our Proteus IPAM solution’s ability to set granular access rights, access to networks and name spaces can be limited to specific groups based on their access rights. Administrators can control which users or groups can see individual workflows and even offer different versions of the same workflow to different groups.

Security

Secure Access with HTTPS (SSL)
Encrypted communication ensures that sensitive user data cannot be intercepted or compromised during transport.

Central and Local Change Tracking
All changes made through a workflow are logged both locally and centrally within the Proteus IPAM solution. This ensures that all relevant change information is available at both the local and central management level.

Containment of Sensitive DDI Data
Triton does not store any sensitive DNS, DHCP or IPAM data locally. All data is centrally stored with the Proteus IPAM solution so you continue to enjoy the security and peace-of-mind that comes from having a single, secure location for all your data. This also allows you to place any instance of Triton where it is needed most, regardless of the security profile of that location.
BlueCat Networks provides a smarter way to manage BYOD, mobile devices and cloud. With powerful IT self-service, automation and workflow delegation, BlueCat Networks software solutions give organizations the power to manage “everything IP” in their network including devices, users and IP activity from a single pane of glass. The result is a dynamic network that is more resilient, cost effective and easier to manage.

With tightly integrated IP core services, BlueCat Networks’ simple and scalable IP Address Management (IPAM) solutions have helped Global 2000 companies and government agencies reduce costs and solve today’s most critical IT challenges – from BYOD and mobility to data center virtualization and cloud computing. We also help organizations manage growth and change by easing the transition to new technologies such as IPv6 and DNSSEC.

About BlueCat Networks

BlueCat Networks provides a smarter way to manage BYOD, mobile devices and cloud. With powerful IT self-service, automation and workflow delegation, BlueCat Networks software solutions give organizations the power to manage “everything IP” in their network including devices, users and IP activity from a single pane of glass. The result is a dynamic network that is more resilient, cost effective and easier to manage.

With tightly integrated IP core services, BlueCat Networks’ simple and scalable IP Address Management (IPAM) solutions have helped Global 2000 companies and government agencies reduce costs and solve today’s most critical IT challenges – from BYOD and mobility to data center virtualization and cloud computing. We also help organizations manage growth and change by easing the transition to new technologies such as IPv6 and DNSSEC.