



**Ayehu eyeShare Products**  
IT Process Automation Solution,  
enables IT professionals to deliver fast,  
flexible and quality enterprise services.

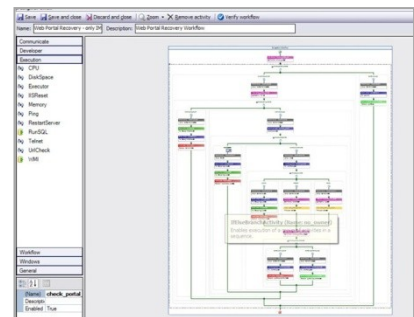
## Ayehu eyeShare Run-book Automation

### Feature Highlights

Ayehu eyeShare includes a feature rich suite of professional IT tools:

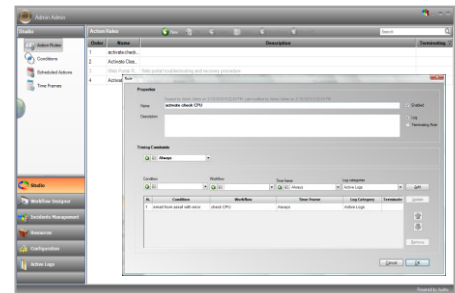
#### Intuitive Workflow Designer

- Design and plan dynamic IT automation processes with simple drag and drop workflow objects.
- Create compliant ITIL-based Incident management procedures
- Test and deploy enterprise class workflows on top of any industry-standard monitoring system.



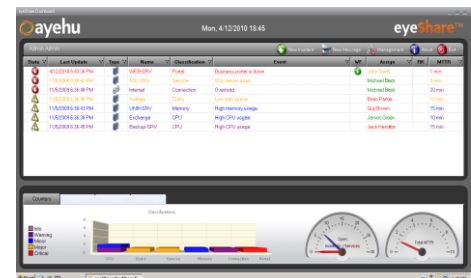
#### Built-in Intelligent Rule Engine

- Analyze and correlate events from multiple sources.
- Trigger automated workflows based on pre-defined events.
- Execute multiple, parallel branches of any workflow.
- Perform “out of the box” system commands and send automatic notifications / alerts.



#### Real Time Dashboards

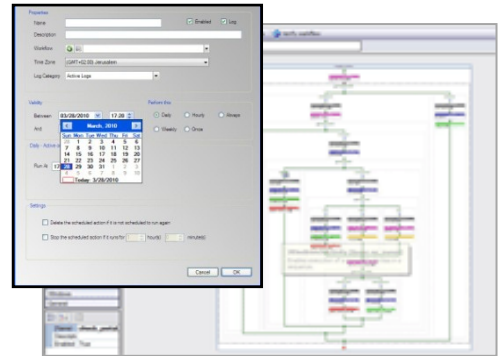
- Customize dashboard displays for any IT management tier level.
- Add intuitive indicators and controls to display online status of incidents and workflow processes.
- Initiate prompt escalation and proactive actions to avoid degradation in critical operations and services.



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### Automated Workflow Scheduler

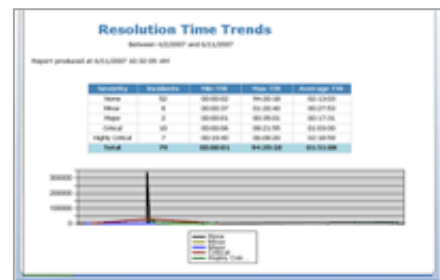
- Perform proactive incident prevention tasks.
- Run scheduled multiple and complex operational workflows.
- Plan and execute daily IT automation activities.
- Schedule automation jobs to run during off-pick hours



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### Incident Management Reports

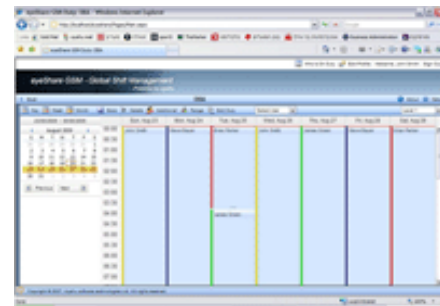
- Generate diagnostic reports to manage and improve IT processes.
- Display pre-defined reports for Incident resolution, MTTR, recurring events etc...
- Identify non-compliant activities and bottlenecks to maintain service levels.



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### IT Shift Management

- Manage service personnel and associated tasks responsibilities.
- View who is on duty and who is responsible for current situations.
- Synchronize users and permissions with Microsoft applications such as Active Directory (AD), Group Policy (GPO) and MS Exchange etc.



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### Actionable Knowledge Management

- Execute ready-to-use procedures based on best-practices and organizational know-how.
- Automate knowledgebase actions with intuitive workflow designer.
- Distribute actionable knowledge to IT experts and service professionals.

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