Automating IT Service Operations

Overview

Client – is a leading global professional services organization in the GCC region with over 5000 employees. Their services include financial audit, tax and tax advisory. The firm was looking to bring in automation to some of their critical IT operations to streamline some of the time consuming activities in Service Operations and IT Maintenance which were dependent on manual effort and prone to errors.

Highlights

- More than 400 hours saved, equivalent to 16 days a month - 7x
- Process runs 24x7 with minimal or no manual intervention
- Improvement in turnaround times for ticket resolution

Challenges

The client's IT team struggled with traditional and manually handled Service Operations, which was followed for the client's IT maintenance. They needed an automation solution which could save them time, money and effort and reduce the dependency on the IT personnel who were getting affected by the repetitive manual effort. They were looking for an RPA tool that had a fast setup time, short learning period, and was easy to use.

The IT teams were involved in various time-consuming activities that had to be automated.

Ticketing Tool Management – IT tickets are raised for employee movement, account changes, password resets, software installations, email activations, system replacements etc. in the Ticketing tool. These tickets are addressed based on the priority and the bandwidth of the IT ticketing moderator.

Employee Movement – Regular requests for Employee on- boarding and off-boarding from the HR team, around 100 on- boarding and 75 off-boarding requests per month which took between 45-60 minutes per request handled manually, but was resolved based on the priority level and bandwidth of the team.

Account changes – Changes to a user's account – access to network, privileges, password reset requests, tickets were raised by the employees. The IT team faced on average around 200 account based requests and more than 50 password reset requests. These were transactional processes that consumed a significant amount of time, and were resolved based on the bandwidth of the team and priority of the request.

IT Maintenance – The IT team had to support the organization for regular requests for Software upgrades, access management, system replacement requests, server maintenance, firewall and antivirus checks and more. Software upgrades/installation used to take close to 2 hours for an IT technician, while system replacement requests took more than 4 hours to service.

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Email group activation/de-activation – These were requests of high volumes every month, with more than 750 tickets raised for activating or de-activating emails which took an average of 30 minutes to close.

Solution

RPA Tool was identified for its flexibility, end-to-end automation capabilities, ease-of-use and a relatively short on- boarding time compared to other RPA solutions in the market.

The RPA Tool bot is implemented to interact with the ticketing portal for open tickets, read requests, triggers the tasks which are automated like resetting passwords, granting access to folders and networks, email activation, software installations, employee movement, account changes etc. Bot marks the other tasks that are not automated for manual intervention and triggers email to IT executives for manual intervention. The bot updates the ticketing tool status as well. RPA Tool's Data Interface was used to view the tickets addressed by
RPA Tool, status of each ticket and the comments if any ticket is in manual intervention or partially completed state.

The bot analyses the ticket priority and addresses the tickets accordingly. Since the bot is in the polling mode, the tickets get addressed immediately and hence are able to be resolved
24/7.

Now, the IT team can focus on tasks that are more productive in nature, with more time available as they do not have to worry about the repetitive, time-consuming, routine activities.
With automation, the turnaround time for tickets were reduced drastically by 7 times, increasing the servicing capability of the team and ensuring more efficient functioning of the organization.

Benefits

Benefits with RPA Tool:

• Productive use of employee time due to reduction in the regular mundane activities
• IT processes now run 24x7 with minimal or no manual intervention
• Bots are scaled up automatically during peak hours
• During non-peak hours, bots are put to multiple uses
• Tickets raised are responded to immediately. 70% of the tasks are transactional which requires no manual intervention and are now closed within 5 minutes compared to 24-72 hours manually (which was based on the priority of the ticket and bandwidth the employee)– saving more than 20 hours a day for the team