



PROCESS AUTOMATION FOR INFORMATION TECHNOLOGY

Any type of digital transformation like robotic process automation, is going to go through the due diligence of the IT team. We understand that IT is at the core of a workplace – when our password expired, who do we go to? When we need to keep up to speed with security information, who do we count on? When servers go offline or server space warnings begin to appear, who do we call?

The answer is our good friends in IT. The problem with that is now IT is serving entire organizations on multiple tasks and quickly IT can become a bottleneck. With the changing landscape and technology, it's important we don't overload IT with monotonous tasks, because for every ticket that gets logged or knock on IT's door, something is bound to be sacrificed. Automation helps increase the team's capacity (without necessarily more headcount), simplify the operations and lead digital transformation in our organizations.

WHAT TASKS CAN PROCESS AUTOMATION SOLVE FOR IT?

IT is responsible for a lot, so here's just a few or else you could be reading for a while.

- Service ticket requests
- User maintenance
- Sharepoint (or other document sharing technology) collection management
- Management of IT assets
- Security administration
- Incident management
- Legacy system automation
- Machine set up and maintenance
- Data migration and extraction
- Testing and deployment
- Server log file clean ups

EXPLORE THE BENEFITS OF AUTOMATING IT PROCESSES.

- Reduces risk of system outages
- Improved security
- Faster time to complete requests
- Improved user support
- If we help free up IT team, think of the new projects that could be moved ahead
- Speed of testing to production environments
- Saved server costs by cleaning up log files to be proactive versus incurring additional costs to add space
- Less chance of service interruption to your organization
- Meeting ISO and SOC compliance guidelines to meet audit requirements

Whether you have an internal IT department, or the team is supporting clients (perhaps both!), prepare for seamless IT interactions. It's time to shift the workload to the bot, allow users to be more self sufficient, reduce disruption to services and let IT do what they do best rather than spending time fighting fires and hopping from one request to another (although we'll admit, they handle it well).

