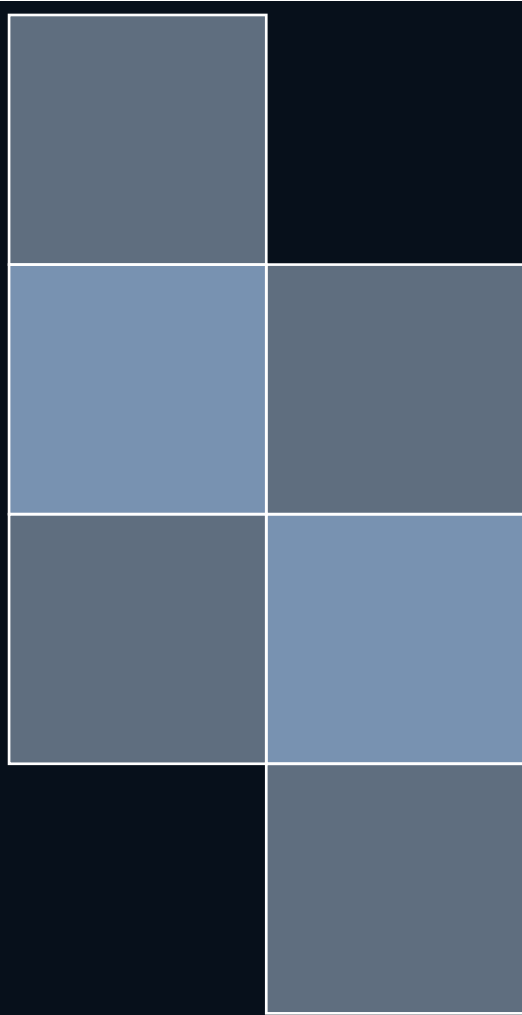


WHITE PAPER

Automated Service Desk

Going beyond manual service request management system



Background

The benefits of digital transformation using social, mobile, cloud and big data are immense. The nexus of these forces are being effectively exploited by digital enterprises. The traditional businesses are forced to innovate rapidly to compete with new business models based on digital technologies.

The consumers are getting services faster, better and lot cheaper with digital services.

The business users in an enterprise on the contrary see that experience of dealing with IT has not improved much. They still need to put requests which they submit to IT takes long time to resolve. This hampers productivity of business user and her ability to respond to challenges of the market place.

There is huge pressure on IT to come up with innovative solutions and digital offerings. The complexity of IT is increasing. But still lot of energy of IT is going in keeping the Lights On.

Use Virtual Engineer and True Self Service for almost instantaneous response to business users

There are two major challenges that are hovering over IT and these really needs to be addressed on priority from a business perspective

- Almost instantaneous resolution to business user requests in many cases
- Free bandwidth of IT to help them come up with innovative solutions for digital business

Enterprises have invested in self-service request management systems to improve efficiency. Employees many a times go to these portals to raise requests. But once the request is submitted, the resolution is still done manually. IT departments need to still work manually on these requests like password reset, employee onboarding, request for specific data, request for virtual machine, request for change in distribution list, request for data backup, request for software install, resolve desktop slow issue etc.

Due to sheer volume of such request, significant man power of IT gets involved in resolving these mundane and repetitive requests.

Many a times, senior engineers get involved in handling the extra load of such tickets. The mundane and repetitive nature of work puts stress in the system and many times results in errors.

On the other hand, business users are waiting on request fulfillment which as per them are simple requests and should not take that long. The wait time impacts productivity of business user and impacts business directly.

IT needs a better solution to achieve true self-service for business users. There is need to have automation to resolve the service requests and incidents automatically. Like a human engineer queue, if you can have Virtual Engineer queue on your service desk then many repetitive tasks can be automated.

The Virtual Engineer can pick up requests in automation queue and resolve them automatically.

With this automated service desks, resolution of request happens almost instantaneously and without errors. This helps increase CSAT significantly.

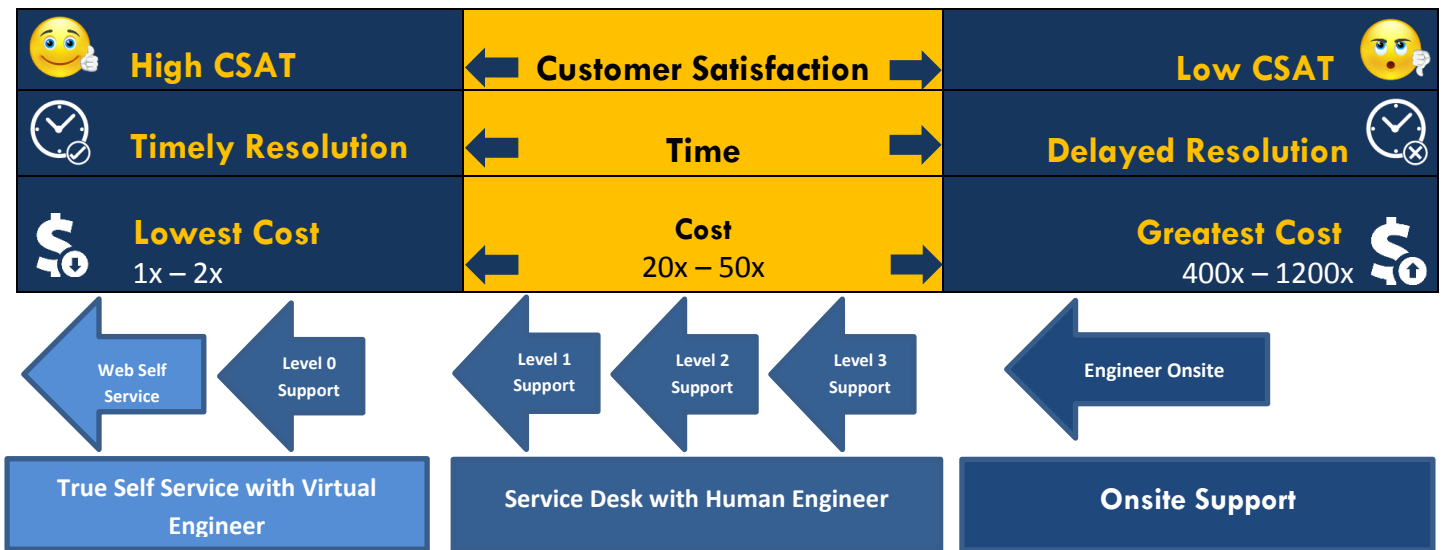
“The traditional businesses are forced to innovate rapidly to compete with new business models based on digital technologies.”

There is need of an automation solution that acts like a Level 1 / Level 2 / Level 3 Engineer – a Virtual Engineer

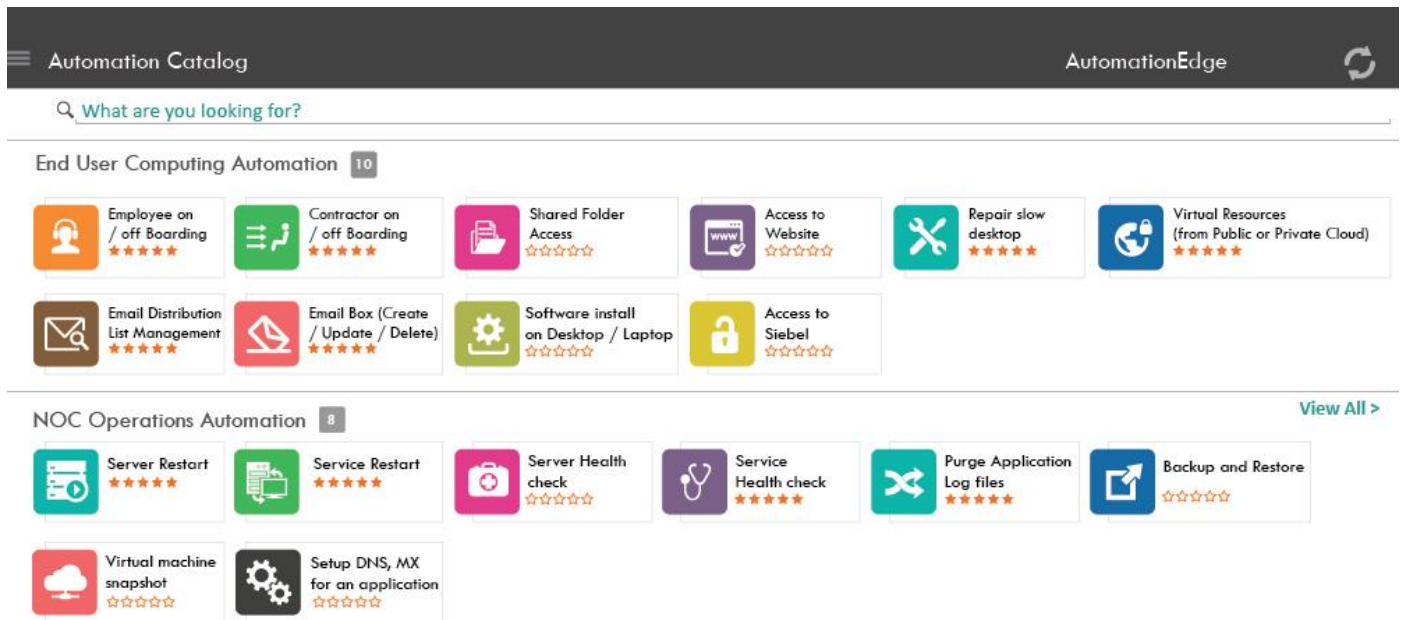
The wait time impacts productivity of business user and impacts business directly.

With web / mobile base true self-service, you are able to reduce the cost of L1/L2 engineers. You will be able to redeploy them in higher value tasks and innovation projects.

This gives boost to your “Shift Left” strategy to reduce the cost and improve customer satisfaction.



What business users get is a true automated self-service catalog and not just web portal to raise requests. Your end user facing catalog may look similar to one below, once you have virtual engineer helping you resolve tickets!




Because of automation, Virtual Engineer will be able to track all the requests and help you return the services automatically based on time interval or change in employment status or move to different department. This will reduce the risks like account being active even after employee has left the organization or paying for subscription for Salesforce of an employee who no more works in sales or support department.



About AutomationEdge


AutomationEdge is the preferred IT automation and Robotic Process Automation (RPA) solution provider. AutomationEdge helps organizations automate their mundane repetitive rule based tasks across verticals.


Founded in February 2017, AutomationEdge has already delivered its innovative solution to large multinationals globally. Our approach of automation in IT and business processes helps companies save 20 to 40% costs, achieve 3 to 10 times faster response to business, eliminate errors in operations and present value of IT in business terms.

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