Giving the edge of Intelligent Automation to IT Operations management

The Organisation

A leading managed IT infrastructure management services provider who specializes in the end-user computing solutions and focuses on virtualization technologies. Our association was with the technical support division of the group.

Challenge

The company carried out daily monitoring of their client's IT infrastructure based on a pre-defined checklist. This process was mission critical and hence had to be carried out in a timely manner with utmost accuracy. Since there were multiple systems which were to be checked before the end users started using them during the day, checking all the systems within a brief window of time was difficult. When the checklist creation activity was carried out manually which involved pulling of information from multiple sources and then troubleshooting, there was a requirement of high technical expertise to navigate through the systems. In case of unavailability of any personnel, completing the checks became a challenge necessitating maintaining back-up resources. In case of employee churn, training new employees on the process became a challenge since the margin for error in checklist creation is zero. Managing correct logs and documentation involved incurring cost overheads.

Solution

Customized solution was required to create multiple checks on IT systems with 100% accuracy and timeliness. The client engaged RSutra to leverage a reputed RPA solution for generating checklists. Our designed solution leveraged RPA capabilities like web automation, operating legacy systems in conjunction with MS Excel & e-mail automation, clicks using Image based automation and checking exceptions in outputs.

A Software Robot that helps in **monitoring IT infrastructure** and **reporting IT systems' health parameters** to IT function on a regular basis

Benefits accrued

- Significant man-hours savings
- **~100%** accuracy in processing & output
- **Timely processing** without missing a day
- Reports available at a click of a button
- Sends final output on **e-mail for internal** team review
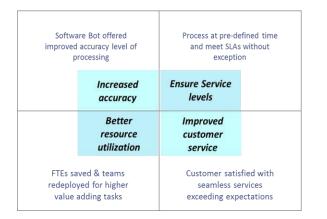- **Realignment of FTEs** to more critical tasks

The deployed software robot automated client's checklist creation by automating following steps:

- Logging into the client system through Remote Desktop Services
- Navigating through Citrix and Nutanix applications for taking screenshots and capturing other system parameters like system response time, license count and status checks
- Creating a report of observations in MS Word document with all screenshots and observations
- Performing several layers of final checks & sending the checklist to end-users via e-mail

The software robot accessed the legacy systems once user activated the program, created the checklist and emailed to technical team for further review. The checklist comprised validated data which is then directly sent to end user.

Benefits

The solution automated the entire checklist creation process, eliminating the risks of errors and missing processing deadlines. Rapid ROI was achieved through saving of significant FTEs and availability of the reports on a single click.

Software Bot offered improved accuracy level of processing	Process at pre-defined time and meet SLAs without exception
Increased accuracy	**Ensure Service levels**
Better resource utilization	**Improved customer service**
FTEs saved & teams redeployed for higher value adding tasks	Customer satisfied with seamless services exceeding expectations

Adhoc reporting was made much easier as software robots were able to reduce the execution time by ~30% and with 100% accuracy.

Results

Automated IT services improved the processing speed by about 30% and reduced the chance of missing SLAs to zero. The solution freed up the time of 60% of resources who could focus on better planning and improved troubleshooting with the aim of enhancing productivity. The solution paved the way to deploy the solution on a larger scale for more support services for larger number of clients.

Solution Highlights

- Deployment of one of the **reputed RPA solutions**
- **Image Automation** to imitate the clicks of remote machines
- **Connection** to the client's **satellite systems** for capturing IT systems data
- **Operation of enterprise email** to send out daily report
- **Maintain a tracker** highlighting compliance to checklist for clients
- Monitoring of **SLA compliance** levels

About RSutra Analytics & Consulting

RSutra Analytics & Consulting offers services in Data Science, Artificial Intelligence, Machine Learning, Advanced Analytics, Big Data, Robotic Process Automation, Geographical Information Systems and Cloud-based technologies

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