

Automating
your workflow
to make your
work flow.

TOP 5 IT PROCESSES
THAT ARE THE
CULPRITS OF
BUSY WORK

What if your job involved more doing and less spinning?

The IT department is responsible for keeping businesses running. But that shouldn't mean your days are spent running around, looking for hardware, tracking down licenses, and responding to requests. The success of your department is built on organization and process. How solid is your foundation?

Get familiar with the top five processes within Information Technology to see how others have laid the groundwork for success.



**ONBOARDING/
OFFBOARDING**



PROVISIONING



**HARDWARE
AND SOFTWARE
REQUESTS**



NOTIFICATIONS



HELP DESK



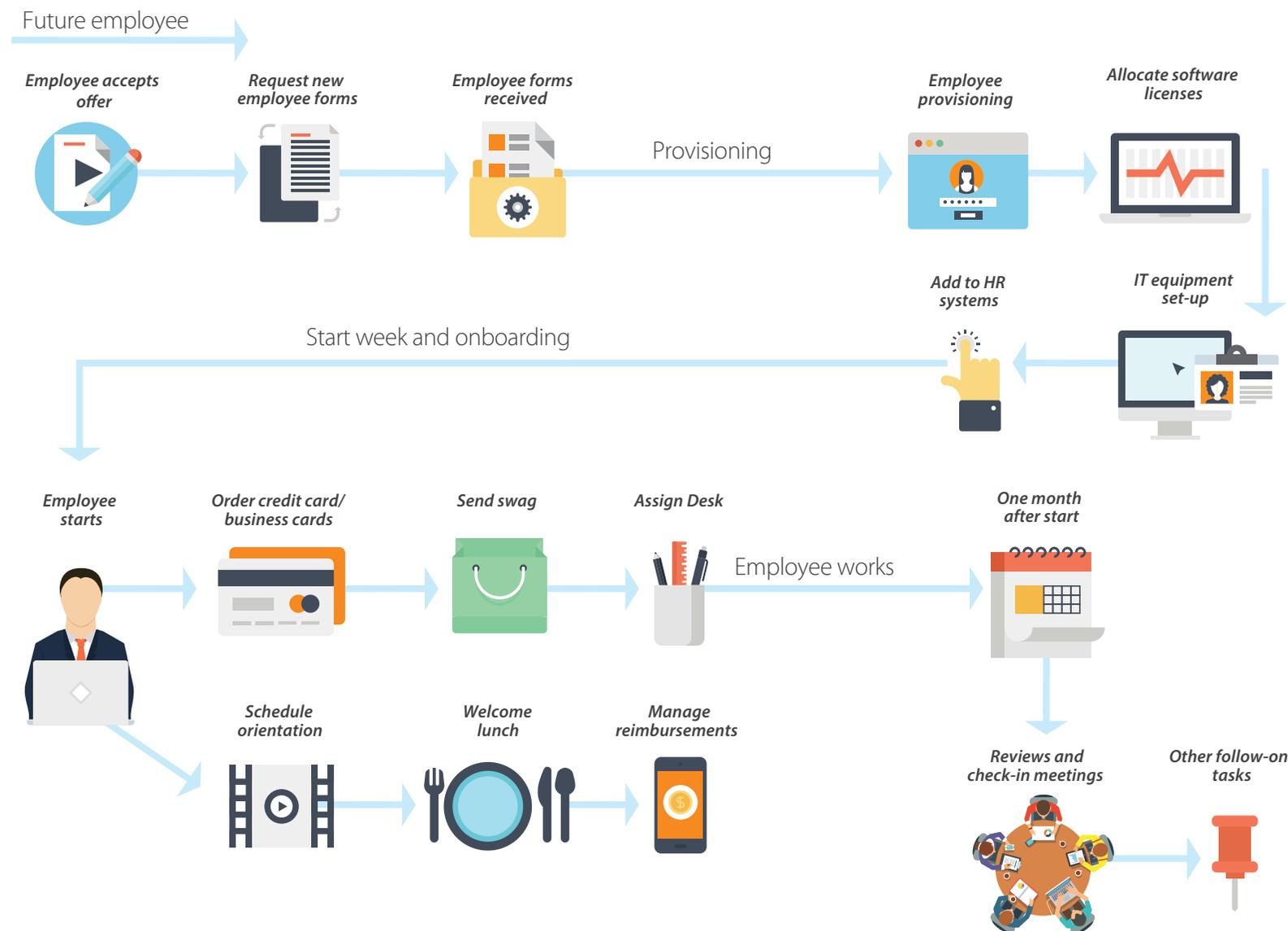
EMPLOYEE ONBOARDING/ OFFBOARDING

Onboarding new employees involves multiple steps, including salary approval, signing contracts, provisioning IT systems, and training new hires. And, when an employee leaves, it's important to make sure equipment is returned and accounted for, security credentials are revoked and systems are updated.

That takes a lot of paper.
But it doesn't have to.

SOLUTION:

An automated sequence of events, that alerts multiple departments, and triggers multiple on-boarding processes, all with a single click.



- Replace paper documents with digital ones
- Speed up approvals
- Reduce costs
- Create a centralized portal to inventory all equipment and software licenses
- Assign equipment (laptops, monitors, keyboards, etc.) to employees
- Unify management of mailboxes, active directories, user-groups, and external systems
- Assign software licenses to employees
- Reduce IT support tickets



PROVISIONING

It can feel like it takes days, and sometimes it does. But provisioning new accounts is one of IT's most important duties. And the reality is, employees can't do their jobs without phones, computers, email accounts, and the appropriate database and application access.

The security risks and financial inefficiencies are enough to make any IT pro go crazy.

SOLUTION:

An automated provisioning workflow that gathers critical information, routes approvals, and notifies managers and employees, all with a single click.



- Automate adding or deleting user accounts, giving HR the ability to do it themselves
- Create forms that capture all required data
- Decrease IT admin time
- Route provisioning requests to the correct approver
- Save time on approvals
- Reduce IT support calls
- Keep full audit trails of user account access, software licenses and equipment
- Ensure authorized users have appropriate access to ensure security and privacy compliance



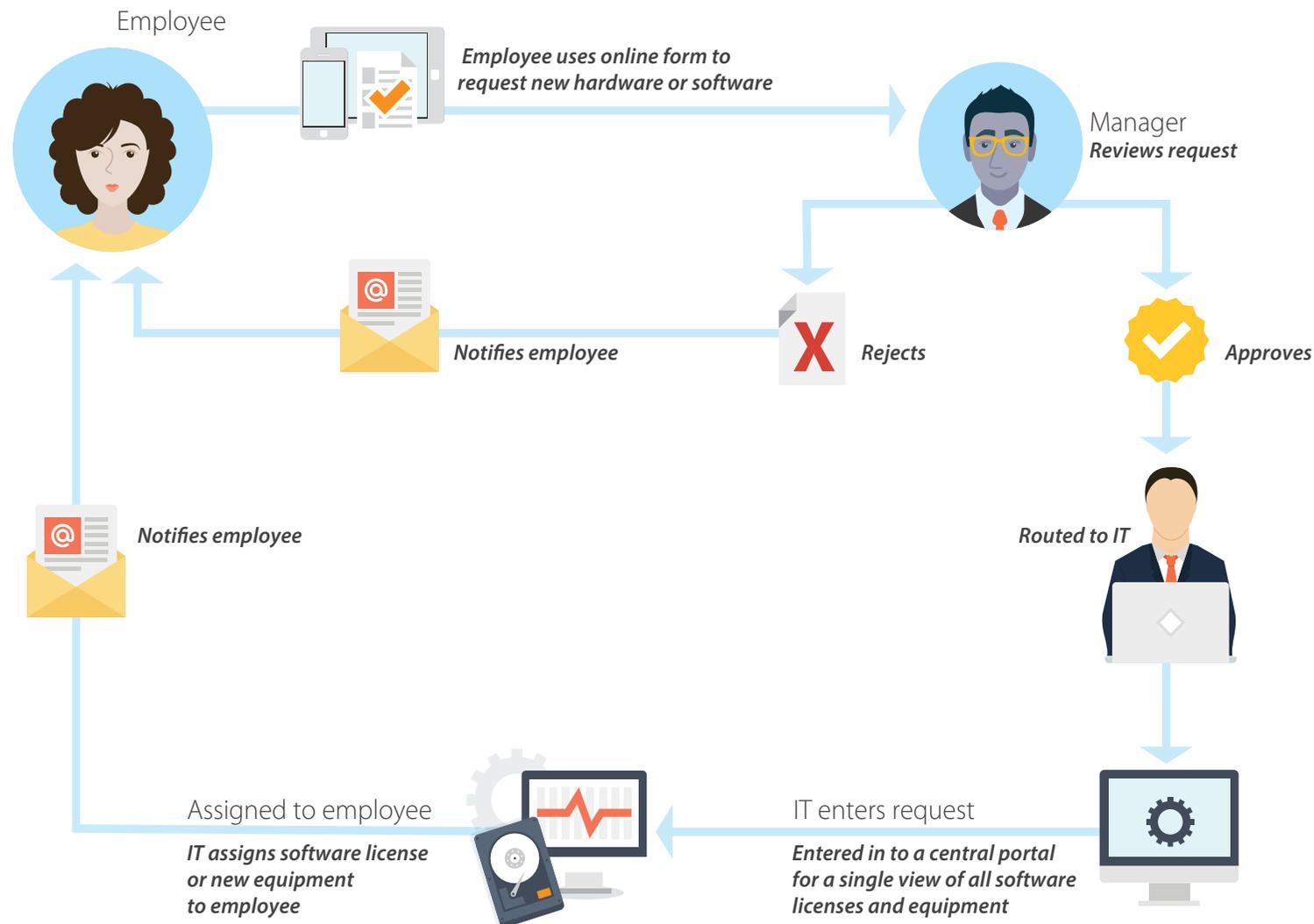
HARDWARE AND SOFTWARE REQUESTS

When software licensing involves multi-user software with enterprise, transaction, processor, concurrent user or named user constraints, the management headaches mount.

The average cost for organizations, each year, on maintenance fees and unused software licenses is \$12 Billion.*

SOLUTION:

An automated workflow that fields requests, assigns user licenses, tracks usage, and pushes updates, all with one click.



- Keep track of what software licenses you've purchased to ensure that your installations don't exceed your limits
- Automatically assign/recycle licenses and hardware resources to different users
- Generate reports and views on current asset usage and updates
- Know what you have, where it is and who's using it
- Schedule workflows to track firmware/software updates, resource usage, and warranty expirations
- Keep on top of compliance



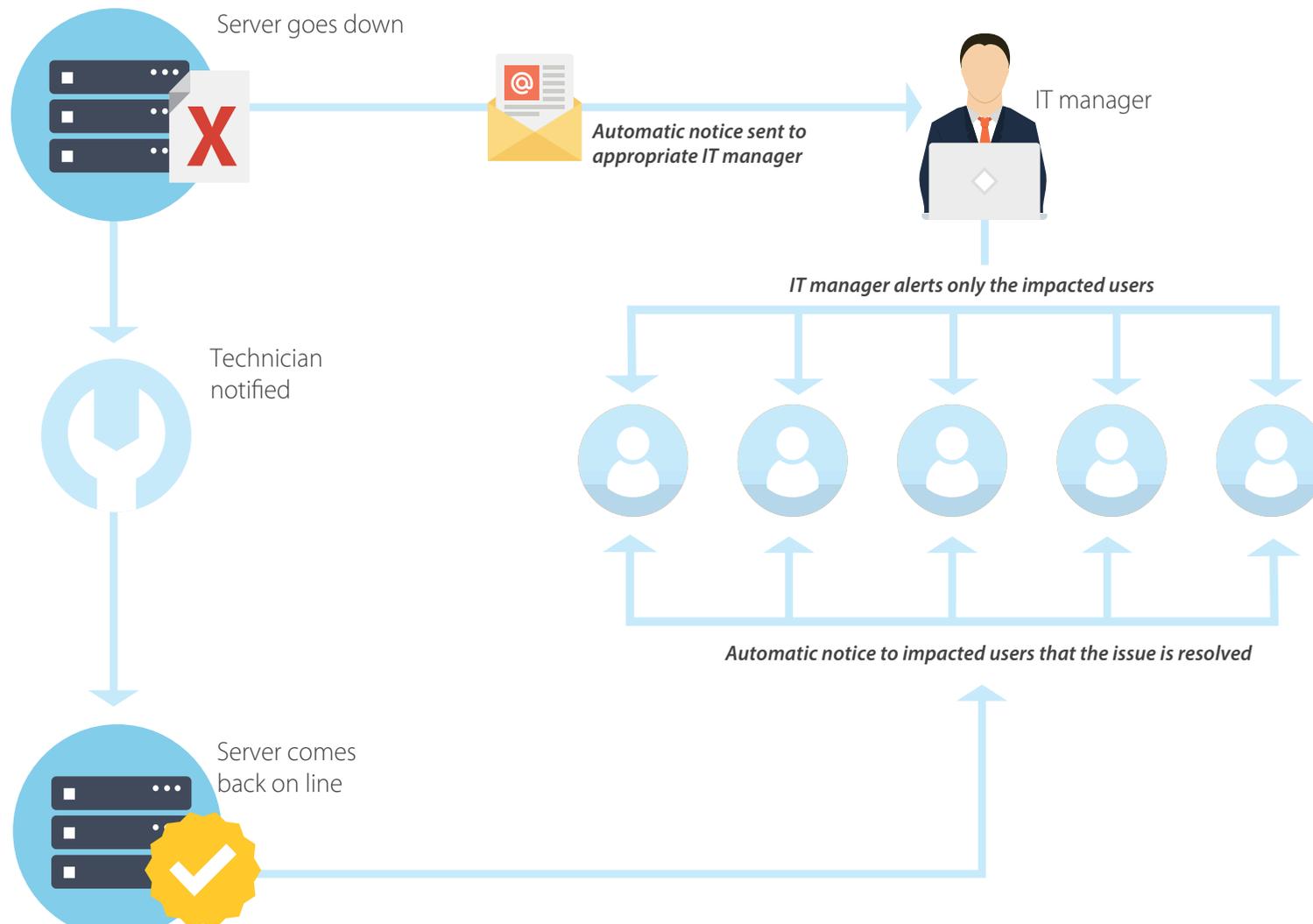
MESSAGE NOTIFICATIONS

Push notifications definitely get attention, but do those messages need everyone's attention? Having too many people working on one problem is costly and unproductive.

Target the folks you need,
not the ones you don't.

SOLUTION:

An automated messaging notification workflow, that uses predetermined logic to request, notify, and update only the most critical individuals in the process.



- Route messages according to their relevance to the correct employees and groups
- Improve employee productivity and morale by eliminating unnecessary messages
- Create a single portal to view and manage all pending tasks and notifications
- Easily visualize the communication structure
- Prevent information leaks and ensure confidential information is secure
- Integrate disparate alerting and notification systems for centralized management



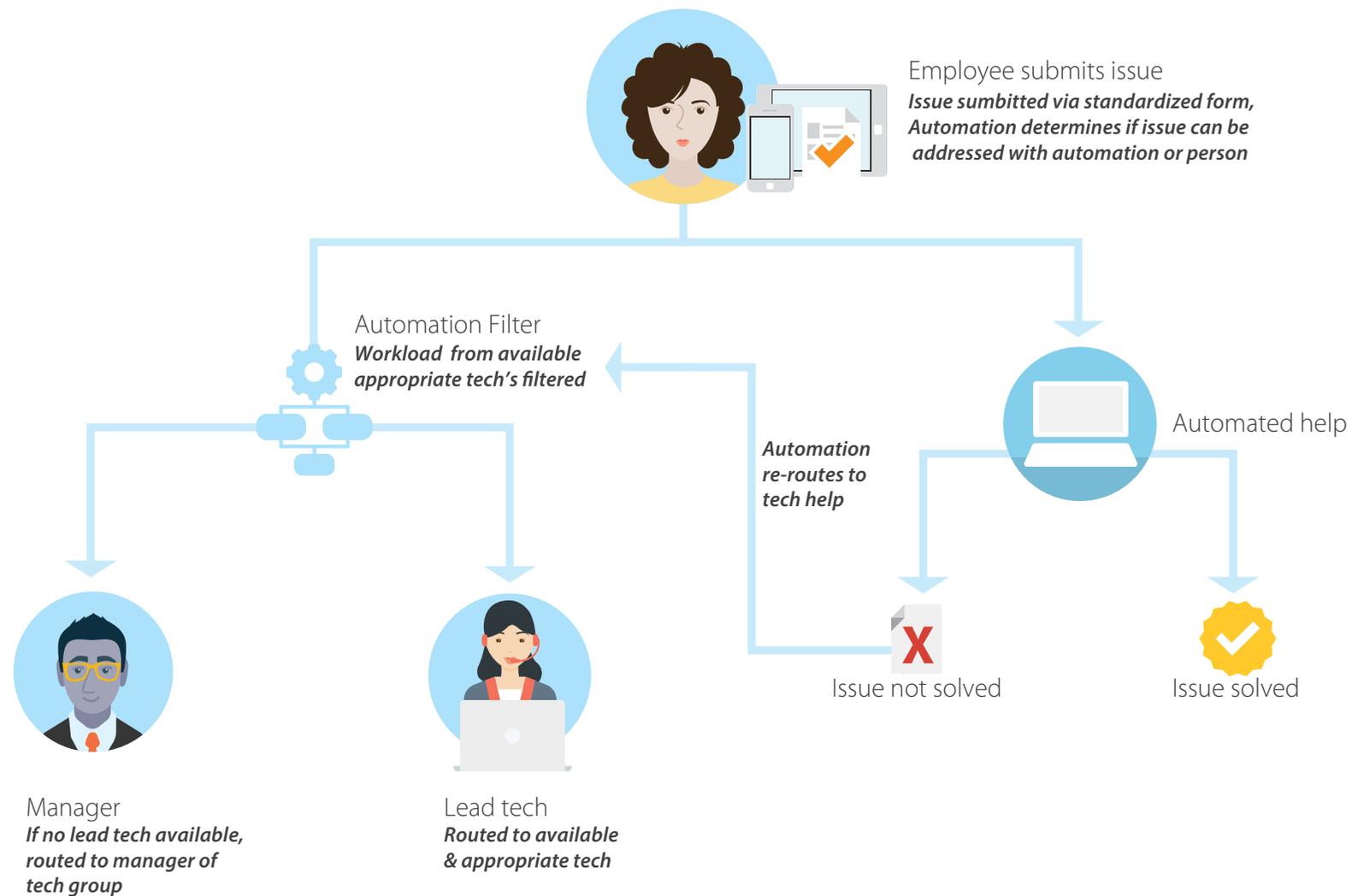
HELP DESK SUPPORT

When employees come to you with a problem, the last thing you want to do is add to it. Lost tickets and slow responses can trigger multiple requests and frustrated employees.

Responding to an initial request is perhaps the most critical – customers need to know their issues are being addressed.

SOLUTION:

An automated workflow that collects critical information, integrates to existing IT management systems, and keeps everyone in the loop from start to finish.



- Capture required information and set notifications to keep requests moving
- Route requests to the correct technician or escalate overdue tickets
- Solve problems faster so you can get employees back to work
- Integrate with knowledge bases to provide faster and more accurate responses
- Integrate with ITIL/IT service management systems to ensure IT policy compliance
- Get real-time data with insights into a number of incidents, time to resolution, and user satisfaction
- Stop problems in the system before they start