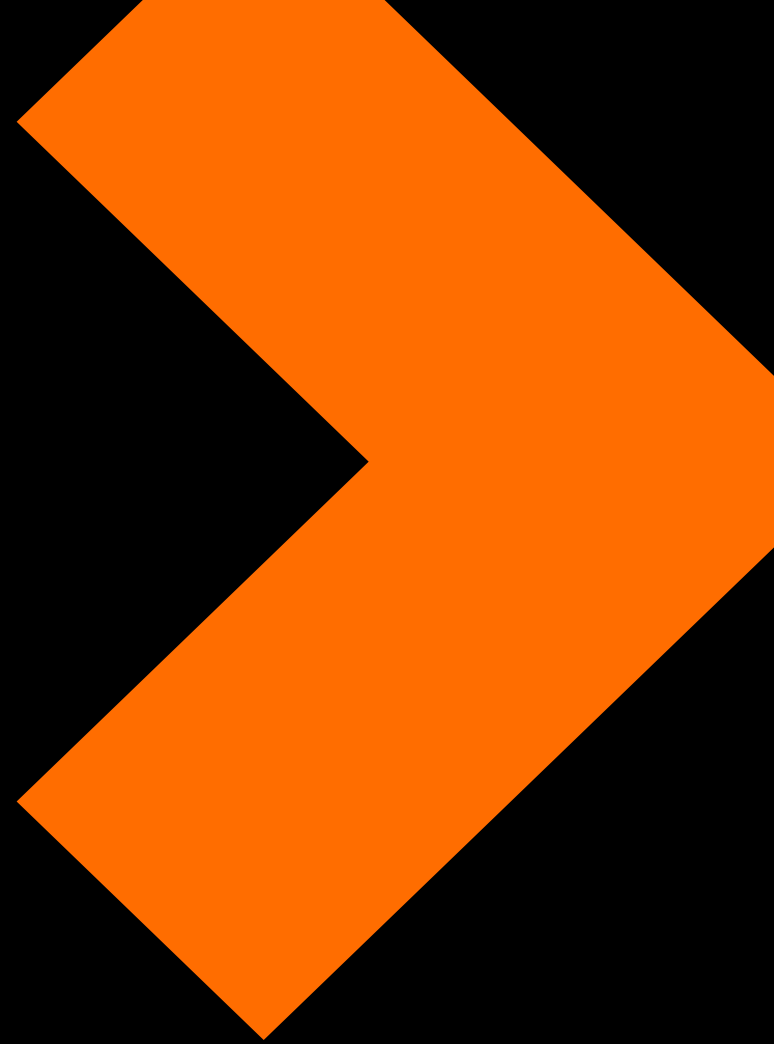




Top 5 IT processes that are the culprits of busy work.

Automating your workflow
to make your work flow.



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, which alerts multiple departments and triggers multiple onboarding 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

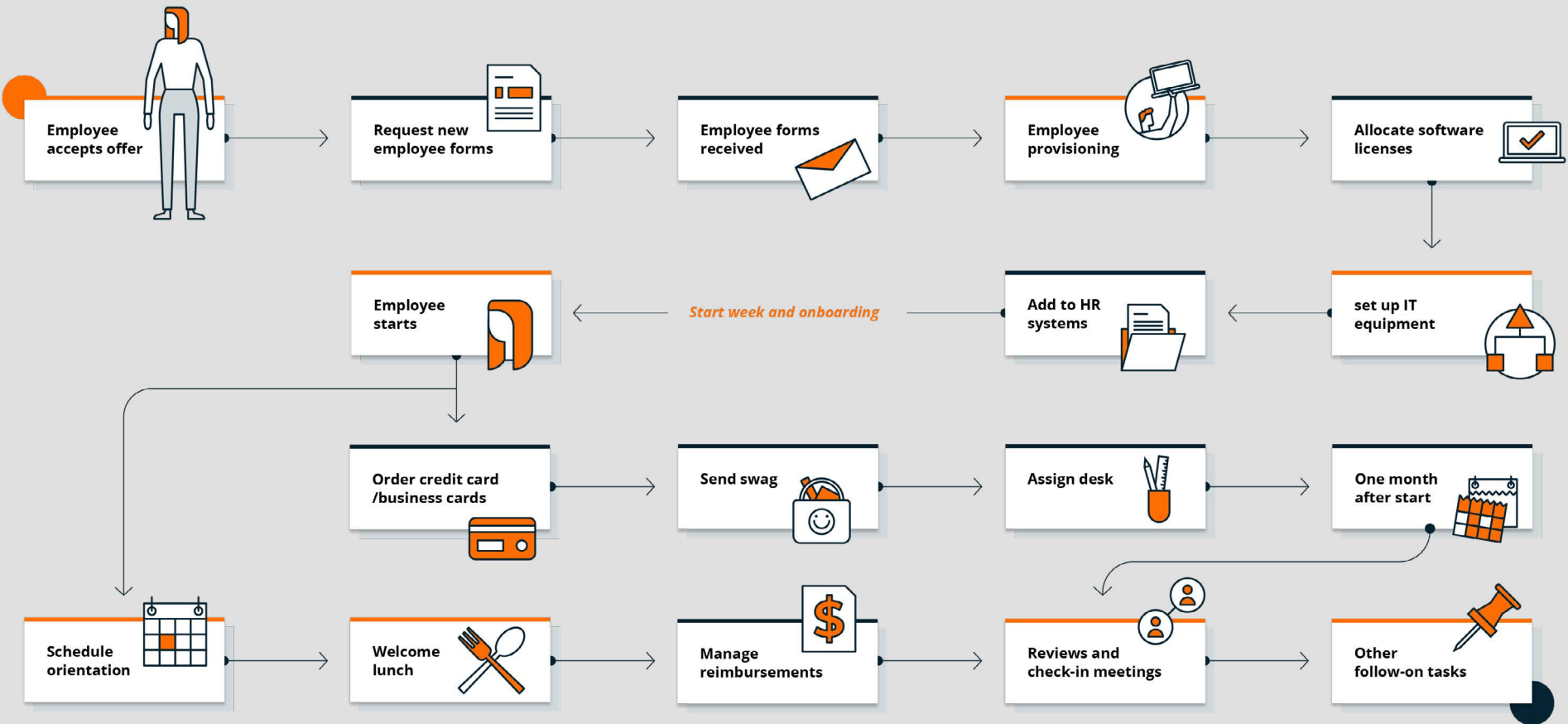
Assign equipment (laptops, monitors, keyboards, etc.) to employees

Unify management of mailboxes, active directories, user groups, and external systems

Assign software licenses to employees

Reduce IT support tickets

Use Case: Onboarding



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 which 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

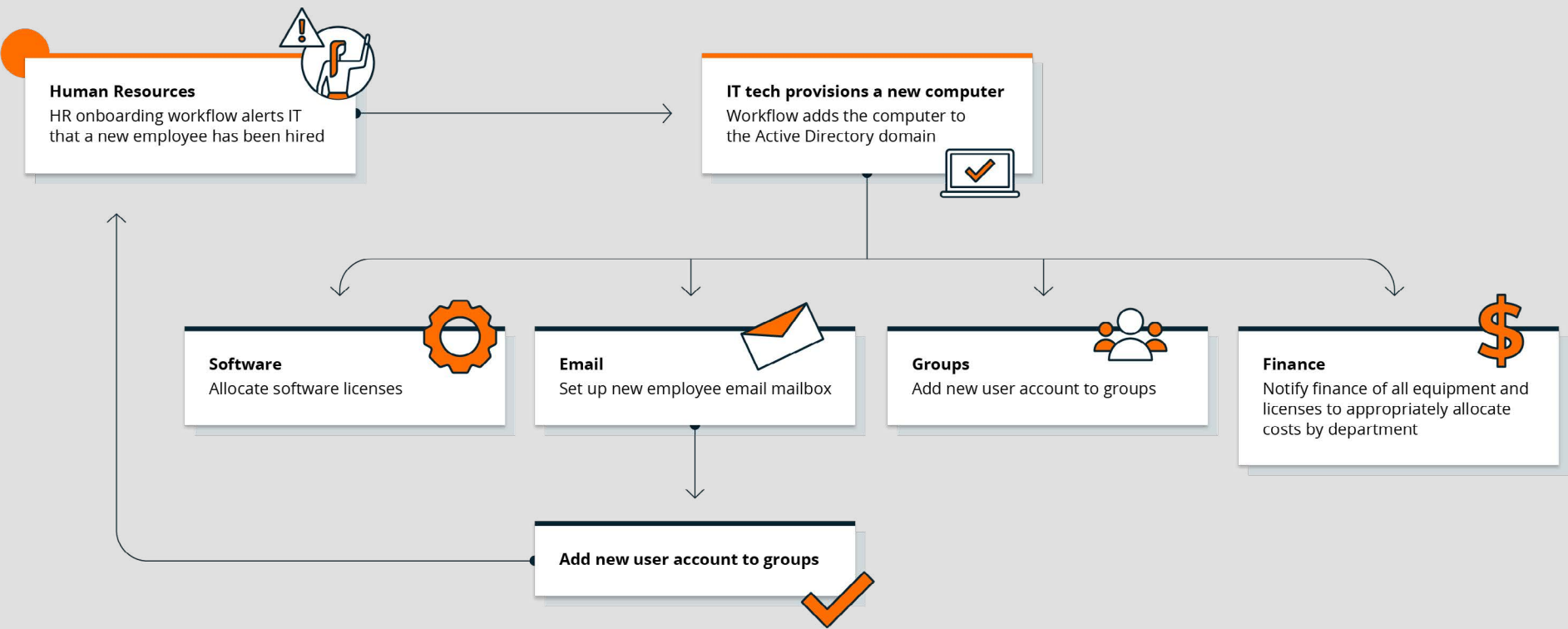
Save time on approvals

Reduce IT support calls

Keep full audit trails of user account access, software licenses, and equipment

Enable appropriate access for authorized users to ensure security and privacy compliance

Use Case: Provisioning

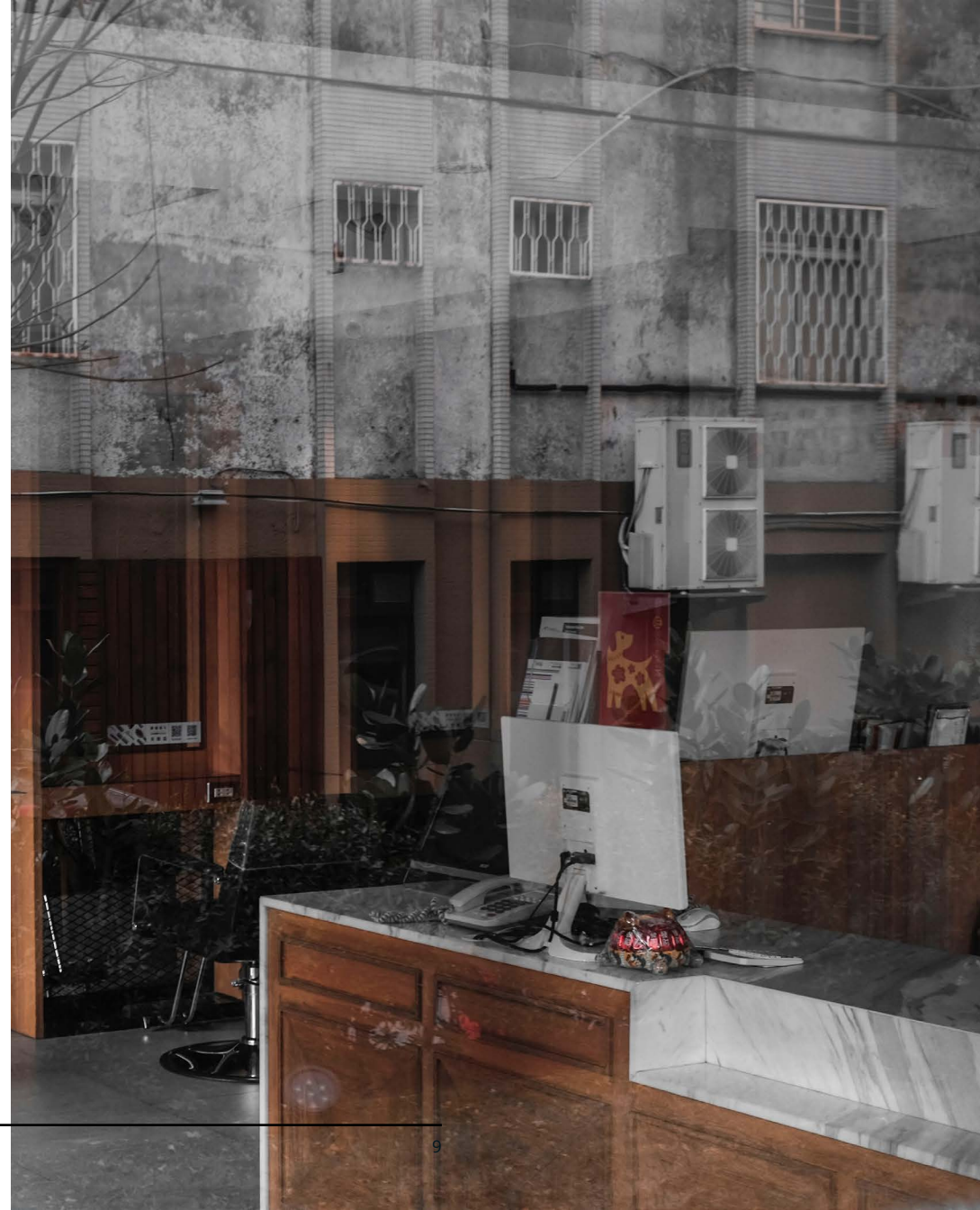


Hardware and software requests

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.*

*Source: Accenture, "How software maintenance fees are siphoning away your IT budget—and how to stop it." IDC/Flexura. 2014.



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

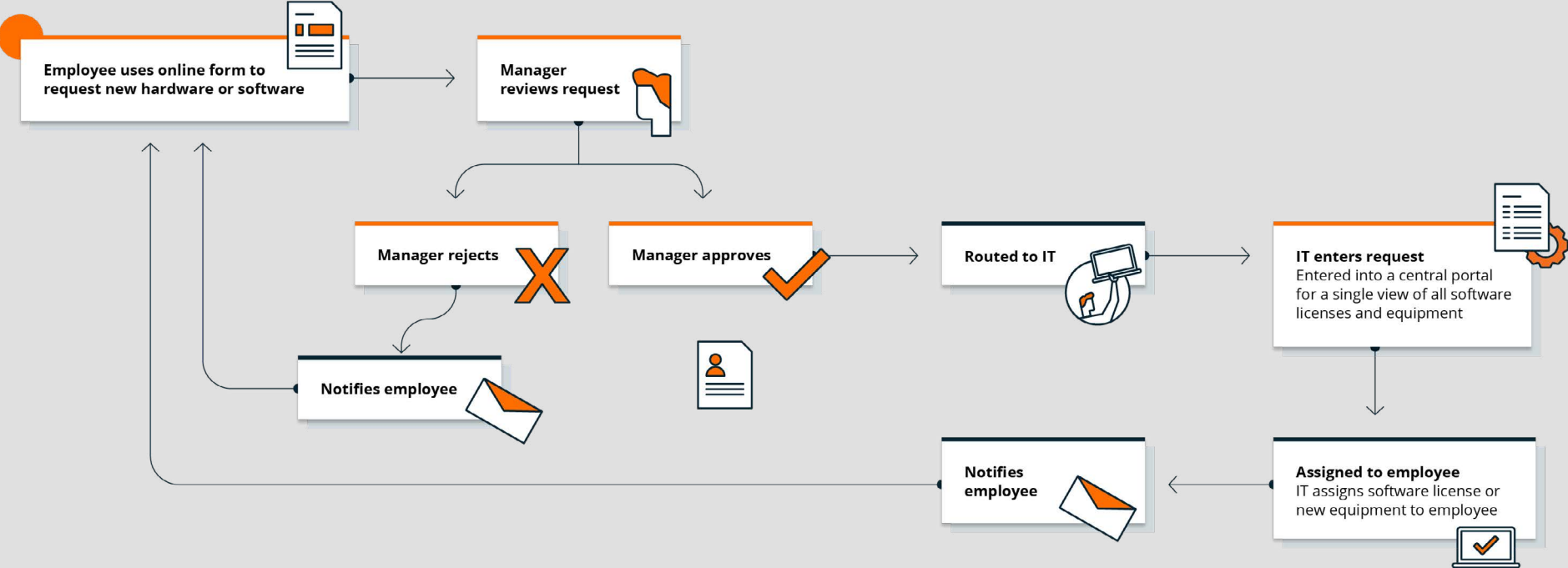
Generate reports and views on current asset usage and updates

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

Use Case: Hardware and software requests



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

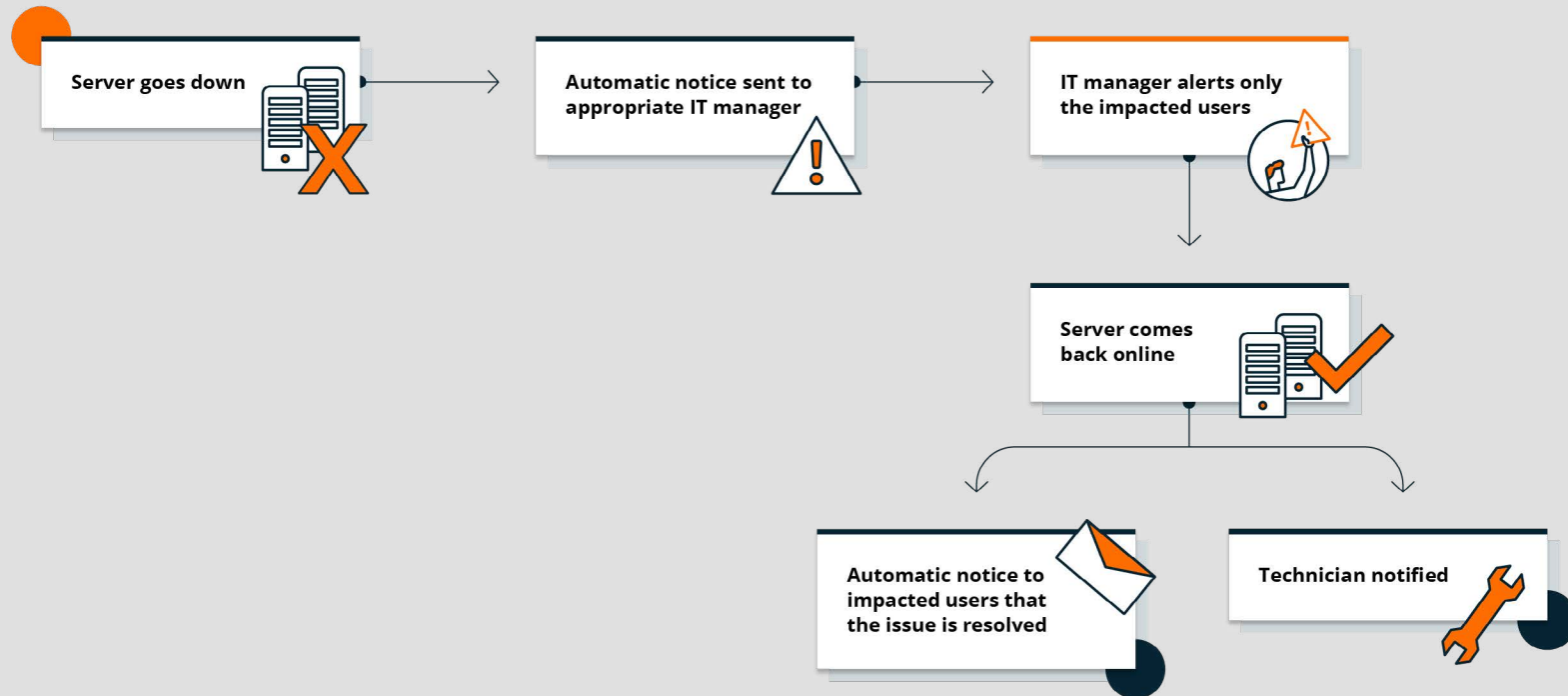
Create a single portal to view and manage all pending tasks and notifications

Easily visualize the communication structure

Prevent information leaks and ensure confidential information is secure

Integrate disparate alerting and notification systems for centralized management

Use Case: Message notifications



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 frustrate 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 with 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

Use Case: Help desk support

