Get back 30% of your day
with service orchestration

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IT departments spend **30%** of their time on repetitive and manual tasks

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Automation vs. Orchestration
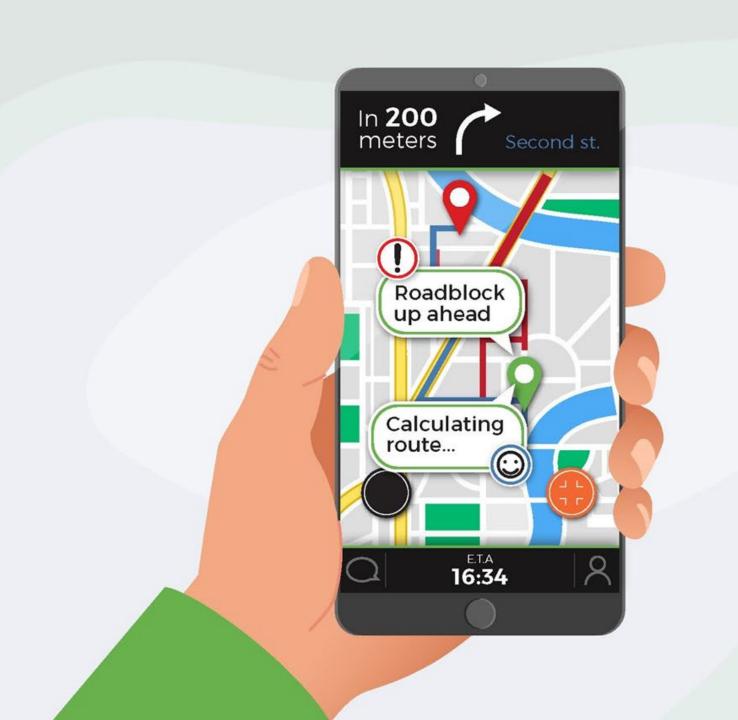
Service Desk Automation	Service Orchestration
Managing the journey of each and every ticket, to ensure you're meetings SLAs and setting service delivery expectations	Automating a series of manual tasks involving systems and applications **outside** your ITSM environment

Boost productivity

Enhance experience for agents and end-users

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Common provisioning cycle

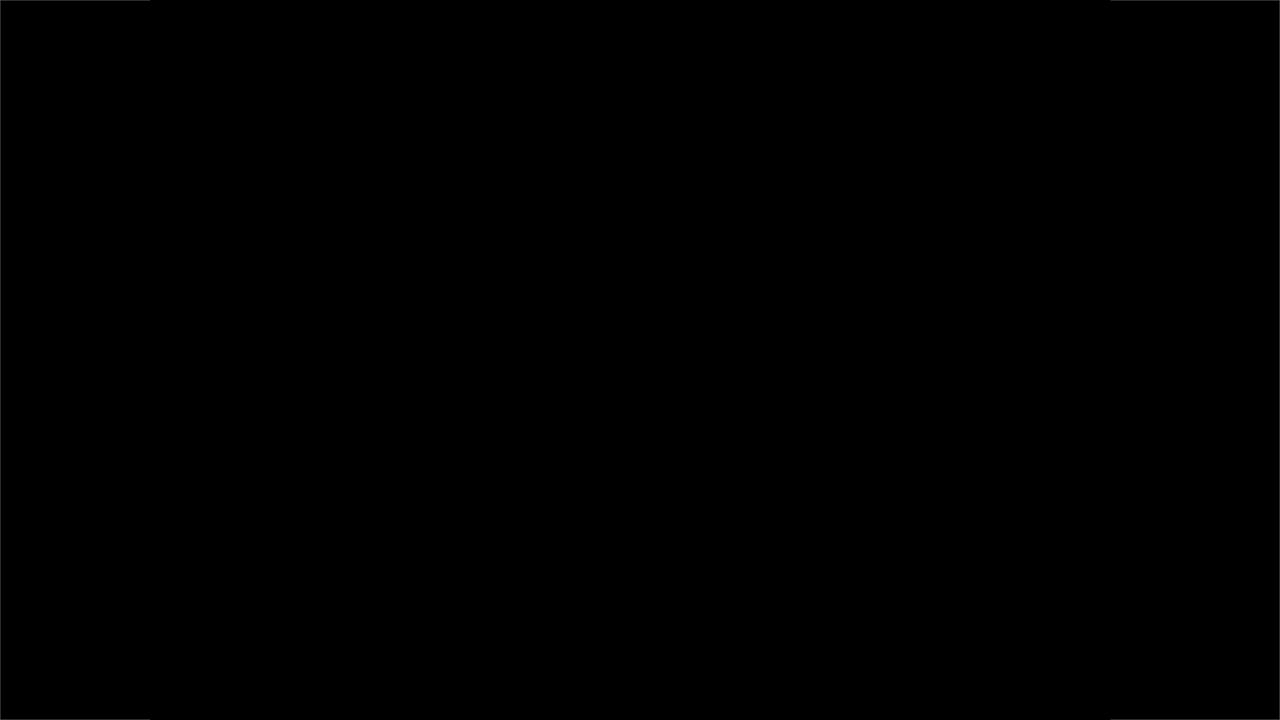| Request Hostname	Setup FW & Network	Storage Request	IP/DNS Request	Deploy Server	Backup Integration	CMDB Upgrade
1 DAY	10 DAYS	3 DAYS	5 DAYS	2 DAYS	6 DAYS	3 DAYS

TOTAL: 30 DAYS

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Employee Onboarding - Challenges

- Long MTTR

- Time consuming - with many steps

- Many departments involved

- Inefficient handover between teams

- Data manually rekeyed

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See it in action!

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What's under the hood?

Fully orchestrated service delivery across all departments – at the push of a button

IT workflow rollback and restart capabilities for each task

Full audit trail of all actions to ensure compliance of processes & configurations

Single point of control for full-stack service delivery

Infrastructure automation, including application release and deployment automation

Automatic scheduling and calendar handling with each service execution

One turnkey solution to provision, update, change, and patch

Recover resources to manage expenses by de-provisioning services not in use

What's in it for you?

Greater agent productivity

Accelerated Service Delivery

Reduced MTTR

Enhanced end-user experience

RWE The energy to lead

Service delivery reduced from **weeks** **to minutes**

DeVry University

Self-service on-boarding of students for online courses with 'classroom as a service' from over 4 days to **under 4 hours**

So tell me; what do you want to automate?

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Thank you