

SERVICE PACKAGE

Automation acceleration

Start your automation journey with the few tasks that consume the most time. Automate once. Save time every time.

This package is for you if..

- Your service desk and broader IT team spends too much time on operations and not enough time on new technology projects.
- Service users suffer repeated disruptions from the same infrastructure issues, impacting business productivity.
- You need some advice on where to start your automation journey.

Scope

- Common customer/employee service interactions and updates.
- Routine/scheduled IT operations tasks.
- Automated resolution processes for service desk analysts.
- Self-healing infrastructure with real-time detect-and-correct automations.

Outcomes

- Faster processes. Repeatable, reliable service outcomes.
- Slash service delivery and support timescales to boost customer satisfaction.
- Give IT people back time to work on problem solving and innovation projects.
- Improve service resilience with self-healing infrastructure automations.
- Reduce service desk calls, tickets, and major incidents.
- Let your IT people shift from mundane work to engaging projects.

Deliverables

Assessment



An agreed list of high-volume interactions and workloads that can be automated quickly to get rapid results.

✓ Defining the first step on your automation journey.

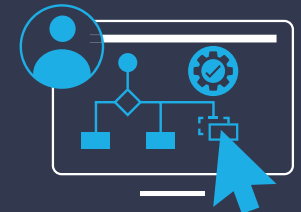
Proposal



A costed statement of work covering the creation of agreed automations, knowledge transfer, and timescales.

✓ Get a clear agreement of deliverables and costs.

Execution



An experienced consultant will create and test the selected automations, talking your team through it to transfer skills.

✓ Take the first step towards autonomous IT.

How this service package works

1 Engagement

Talk to the customer success team today to discuss where and how automations can improve the customer experience, accelerate processes, cut costs, and make more time for new projects.

2 On-site assessment

Work with an experienced consultant to take a deep-dive into the routine workloads that are consuming your time. The objective is to pick out a handful of automations requirements that can deliver quick results.

3 Package proposal

We'll analyse the findings of the investigation to create a crystal-clear statement of work: covering outcomes, timescales, and costs.

4 Execution

An experienced consultant will create the workflows, connections, and other digital assets necessary to deliver the planned automation outcomes.

5 Testing

All automations will be end-to-end tested to ensure both the service outcomes and the customer experience are delivered flawlessly and friction-free.

6 Post-implementation

We'll capture and document the before-and-after effects of the engagement to prove the value and make some suggestions for next steps on your automation journey.



We're with you every step of the way

Relax. We've done this before. Our consultants have decades of industry experience and deep best practice expertise. We're here to help you smooth out the path to service excellence.

Automate once. Save time every time. Move forward.

We'll walk you through the build process so you can start creating your own automations.

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