

## 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

- Benefit from 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.

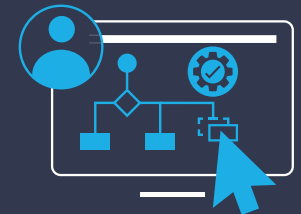
### Proposal



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 analyze 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.

[www.hornbill.com/contact-us](http://www.hornbill.com/contact-us)

**Automate once. Save time every time. Move forward.**

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