

Organizations that use automation to optimize services are better able to control costs and improve service levels. Better service levels translate to happier customers and more productive employees – making for a better run company.

PROBLEM



A NEW LARGE-SCALE SECURITY VULNERABILITY IS REVEALED, POTENTIALLY **EXPOSING ALL DEVICES ON THE COMPANY'S** NETWORK. THE IT TEAM URGENTLY NEEDS TO ROLL OUT SECURITY PATCHES TO ENSURE CONTINUED STABILITY OF THE NETWORK AND PREVENT INTRUSION.





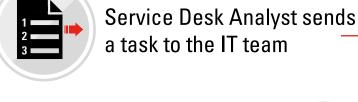




Service Desk team receives numerous notifications from users that their devices are having issues

Service Desk Analyst investigates the issue and identifies mass security threat





a task to the IT team

IT Administrator searches for required security patch from vendor website





IT Administrator downloads patch and manually tests

Change board convenes and approves roll-out of new patch





IT schedules and manually deploys patch across the company network

IT updates inventory management system with latest patch information





IT notifies Service Desk of patch update

IT and Service Desk manually update customer records with latest patch information





notifying users of update and verifies with users that the issue is resolved

Service Desk sends email





System automatically identifies new security threat



Patch is automatically downloaded and tested



Emergency change is preapproved and system records emergency change



Service Desk automatically notified of patch rollout and progress



System schedules and deploys patch, automatically updating compliance policies and configuration items in CMDB



End users automatically notified of security update



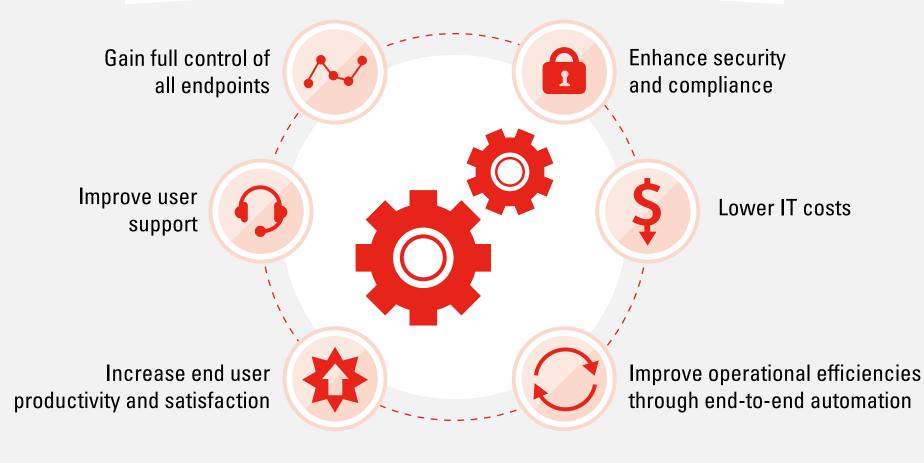


SERVICE AUTOMATION cuts down on required steps, reducing the time your company's resources are potentially exposed while security threats are resolved.

Your network is once again protected from malicious software and attacks, ensuring its continued availability and reliability.

HUGE DIFFERENCE

AUTOMATION MAKES A



- AUTOMATION BEST PRACTICES
- Integrate Service Management and Unified Endpoint Management for zero-touch software provisioning and enhanced security and compliance
- Extend IT services through flexible workflows across the enterprise

Empower employees with Self Services/Service Catalog

