

HOW SERVICE AUTOMATION MAKES A DIFFERENCE

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.

MANUAL

VS

AUTOMATED

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

Service Desk Analyst sends 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

Service Desk sends email notifying users of update and verifies with users that the issue is resolved

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.

AUTOMATION MAKES A HUGE DIFFERENCE

Gain full control of all endpoints

Enhance security and compliance

Improve user support

Lower IT costs

Increase end user productivity and satisfaction

Improve operational efficiencies through end-to-end automation

AUTOMATION BEST PRACTICES

- Empower employees with Self Services/Service Catalog
- 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

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