

RESULTS:

Productivity

Automate Joe and Workflow Designer improved IT productivity, ensuring full and timely compliance with on- and offboarding requirements.

Speed

Slashed ticket resolution times, saving an estimated four hours of handling time for each instance of on- and offboarding alone.

Transparency

Used Workflow Designer to quickly create Improved transparency for end users, with clear guidance and consistently accessible communication with IT.



THE CHALLENGE

1. Offboarding requests were sometimes lost or not submitted due to coordination challenges across the corporation.
2. The group's 10% monthly employee turnover rate meant IT often received onboarding requests without sufficient information or lead time.
3. IT was devoting too much time to manual password resets requested by employees from all group companies.

THE SYSAID APPROACH:

1. Assigned **SysAid's Automate Joe** to automate employee on- and offboarding, with a full audit trail of all automated actions.
2. Deployed **the Self-Service Portal** for incidents, requests, and other specific tasks, including fully automated password reset.
3. Used **Workflow Designer** to quickly create workflows for onboarding employees and new software installation.



“ SysAid automation saved us a lot of time and improved processes right away, making our workflows faster, leaner, and cleaner.”

Eddy Morello, Head of IT Infrastructure, ORIOR Group

Automation at the Heart of EU Group's Service Delivery

SysAid's Automate Joe streamlined the ORIOR Group's IT workflows, freeing up significant time and effort for the IT department.

ABOUT ORIOR:

ORIOR Group is a Swiss corporation operating a portfolio of twelve companies and brands, specializing in fresh convenience foods and refined meats in Switzerland and abroad.

The ORIOR IT department supports up to 600 end users across the ORIOR Group from a central office in Switzerland. There are five IT teams: the applications team responsible for all ORIOR Group companies in Switzerland; an infrastructure team responsible for support in the German-speaking area of the country; an infrastructure team responsible for support in the Italian-speaking area; and two separately managed teams for IT services in Belgium and Germany. The department has 17 administrators, with some providing support for specific departments within the group or assigned to support designated processes.

THE CHALLENGE:

A need for timely coordination

ORIOR, as a corporate group, has a high employee turnover across its constituent organizations. Five or six people leave or join one of the ORIOR companies each month, representing a rate of 10%.

As the ORIOR Group sees employee movement in several companies each month, the IT department focuses a lot of its attention on providing support for on- and offboarding.

Periodic manual audits were carried out to ensure that employees who leave are blocked from accessing company systems. Similarly, when new employees join, IT must ensure they have all the needed user permissions, credentials, hardware, and system access in a timely manner.

Problems arose when an employee left the company and the IT department was not informed of the staff change. In other instances, when an employee left the organization, the HR department submitted a ticket for offboarding, but it was lost in the shuffle between the various IT teams. This occurred due to the IT department having a single application team and two infrastructure teams, one for the Italian areas and one for the German areas of Switzerland, with challenging coordination among them. In such cases, the employee's account in the ORIOR system remained active even after the individual left the company.

Another challenge faced by the IT team was related to the timing of onboarding requests. In some cases, due to delays in the HR department, a ticket was submitted to IT just a day or two before a new employee was expected to begin working. This meant the IT team had to scramble to quickly prepare all the necessary IT permissions and hardware, to ensure the new employee had everything they needed on day one.

In addition, the IT department was devoting a lot of time to handling manual password resets for employees across the group of companies. The majority of the tickets the team received, however, were for permissions, troubleshooting, and new software installations.



SOLUTION

Automation transforms company workflows

The IT department made a decision to focus on how it could better ensure adherence to audit standards regarding on- and offboarding in all group companies, in light of the high turnover rate. In order to achieve this goal, tasks like the creation of new system users, the removal of users, blocking of access, credentialing, and permission assignments had to be made more seamless and rapid.

The solution was to automate as much as possible of the routine tasks and workflow management involved in on- and offboarding. Automation would not only streamline the processes, making them faster, but it would also eliminate human error and improve efficiency.

As ORIOR was already successfully using SysAid, the natural progression was to explore SysAid's options for complex process automation. That's when they were introduced to Automate Joe, the first built-in ITSM solution to automate highly repetitive, routine tasks normally performed by IT teams.

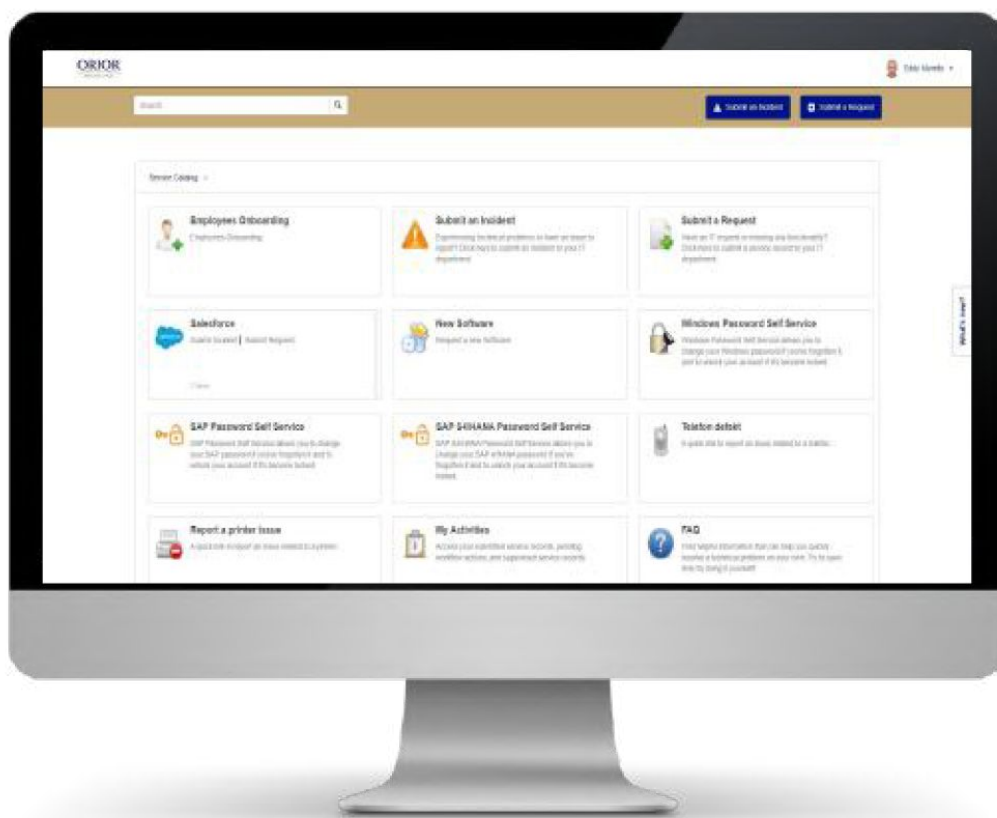
Automate Joe focused on the processes that most urgently needed attention.

To ensure offboarded employees are fully removed and the relevant accounts blocked. Now, when the HR department submits an offboarding ticket, the specified employee is automatically blocked from access to ORIOR systems and accounts.

For onboarding, Automate Joe automatically adds the new employee to MS Active Directory, streamlining processes to make sure the new employee's IT needs are met on time. The automation includes the workflows for new user creation, user rights assignment, credentialing, etc.

A full record and audit trail of all automated actions ensure compliance in on- and offboarding processes.

SOLUTION



Separately, ORIOR is using SysAid's automation capabilities in several other areas. These include:

- Password reset is performed automatically through SysAid's Self-Service Portal. In fact, it's the most common use of the portal.
- Most tickets are submitted by end users in the portal, through incident and request templates, as well as a few other templates for specific tasks (e.g., printer issues).
- Alerts from server and infrastructure monitoring systems that are sent via warning emails automatically trigger the creation of an IT ticket.
- Onboarding employees: approval input from the manager, the CFO, and the HR department; tasks for the infrastructure team; tasks for the applications team; tasks for HR; and so on.
- Installation of new software: ordering the license; activating the software; and testing it with the end user.
- Change management (for the applications team): registering every change in SAP; documenting results in tickets; and so on.



Welcome to ORIOR IT Service Desk

*ORIOR Self-Service Portal

Faster service, greater clarity

ORIOR's IT department has been empowered with the tools they need to streamline incident and request resolution in several areas. The heart of these optimizations is automation.

Automation is a time-saver

Automate Joe, as well as Workflow Designer, have accelerated IT service processes, improved productivity, and slashed ticket resolution times. For example, according to Head of IT Infrastructure Eddy Morello, the **IT team can save an estimated four hours of handling time on each instance of on- and offboarding alone.**



Automation improves Accuracy

With routine tasks handled by Automate Joe or automated as part of a workflow:

1. End users receive clear instructions,
2. IT receives the information it needs to take action,
3. Data is copied consistently and accurately,
4. Workflow steps are always performed without exception,
5. And necessary actions are triggered automatically and completed instantly.

Automate Joe is going to get more work

ORIOR is planning to save yet more IT time and resources by expanding the use of Automate Joe to other use cases. These include, initially, automating access control to manage end-user permissions for network drives and folders.