



Powering a New Level of Productivity with Service Orchestration

SysAid's *Automate Joe* is the first built-in ITSM offering that orchestrates service delivery across business, application, and infrastructure layers – with the click of a button.

By freeing service desk agents from manual tasks such as employee onboarding and provisioning virtual machines, Automate Joe improves productivity, accelerates processes, and slashes ticket resolution times.

98% of IT leaders say that automating processes is essential to driving business benefits, and yet IT departments spend 30% of their time on low-level tasks, making it hard to consistently ensure productivity and value for the company. This forces the service desk team to spend an exceptional amount of time:



Putting out fires



Completing manual, error-prone tasks



Dealing with delays & miscommunications

SysAid's *Automate Joe* lightens your service desk team's load – boosting productivity, service agility, and end-user satisfaction.

What can you automate?

1

Employee onboarding & off-boarding

2

Provisioning & de-provisioning of VMware virtual machines

3

Deploying software via Microsoft System Center Configuration Manager (SCCM)

4

Creation of new groups and adding or removing members in Active Directory

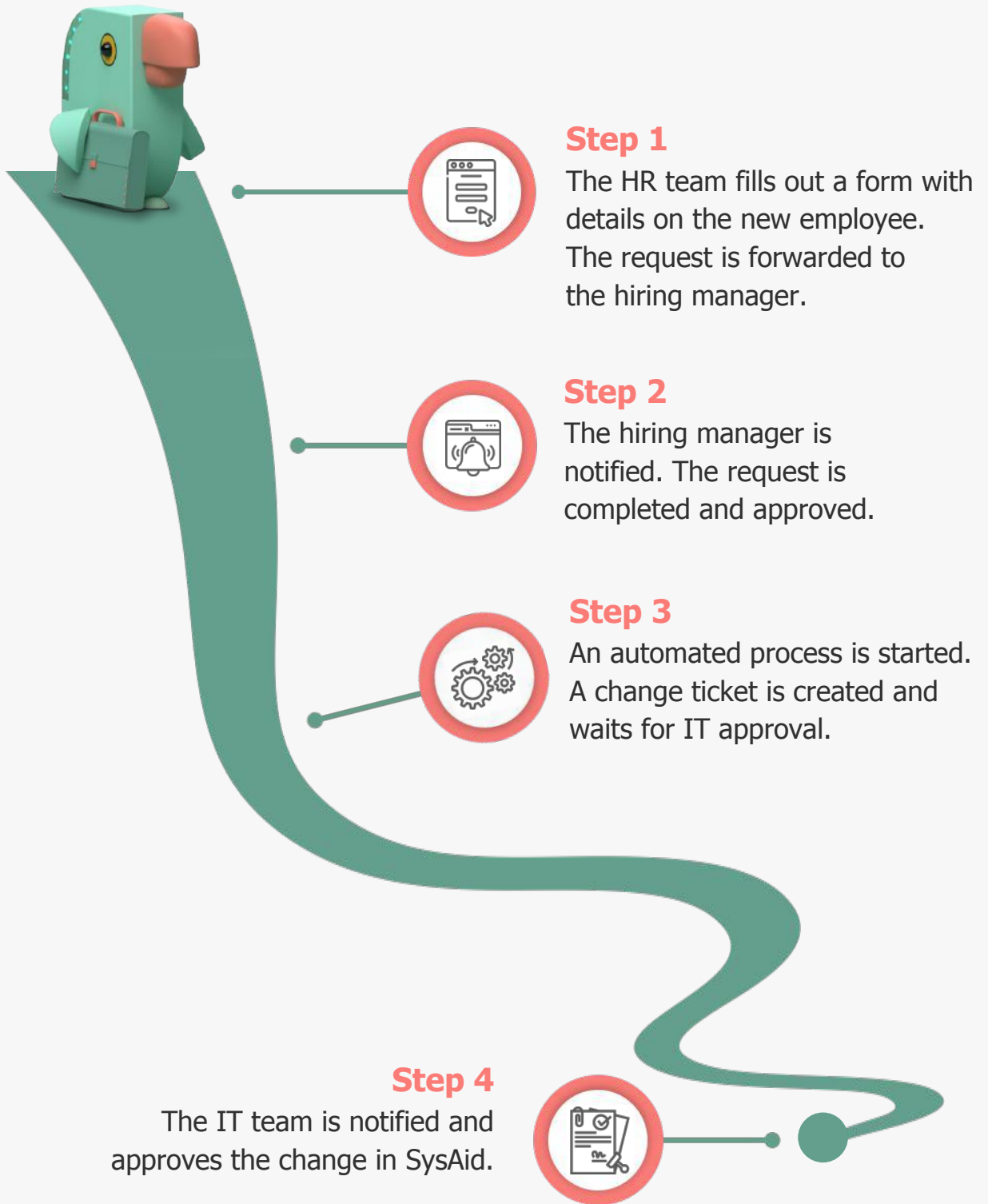
5

SFTP file transfers

6

Microsoft Exchange mail systems workflow

Automate Joe will define and execute business and IT workflows, automate IT tasks, monitor current process states in real-time, and enable a full traceability of all activities.

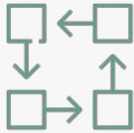


The Result

The new employee is automatically onboarded in a matter of minutes, instead of days – enabling productivity from day one.



Fully orchestrated service delivery across all departments - at the push of a button



Infrastructure automation, including application release and deployment automation within the same platform



IT workflow rollback and restart capabilities for each task



Automatic scheduling and calendar handling with each service execution



Full audit trail of all actions to ensure compliance of processes and configurations



One turnkey solution to provision, update, change, and patch



Single point of control for full-stack service delivery



Recover resources to manage expenses by de-provisioning services not in use

1

Accelerated service delivery

Reduce cycle time and effectively speed up delivery of services to the business, slashing mean time to resolution (MTTR).

2

Increased service agility

Production of fast, predictable results when you automate manual, routine, error-prone tasks, and enhanced service availability, 24/7/365.

3

Greater agent productivity

Saves the service desk agent time otherwise spent on manual IT tasks.

4

Enhanced end-user experience

Turnkey solutions for user-provisioning, client software distribution, and password reset ensure that new employees are productive from day one, and quickly gain access to the tools they need to get their job done.

5

Superior control and compliance

Centralized logging provides a full audit trail of all actions that are carried out while servicing a request.

6

Saves on training

No need to train IT staff on various applications and systems for routine tasks, and updates as well.