SysAid: Automation

What Real Users Think of SysAid's Automation

SysAid®

Nick B.
Project Manager
at Ark Data Centres Limited

★★★★☆

"We're going to grow our business quite a lot over the next few years. We want to have that automation in place to allow us to grow and to take on lots of new stuff."

"The systems automation capabilities definitely save us time. We've been automating links between different applications. We have a different system that runs a lot of our mechanical-electrical engineering jobs in the background. And we link that to SysAid via the API that they provide to interact.
It is like data between systems, rather than it being manually copied and pasted or emailed around."

"[Automation] saves days of people's time. On a monthly basis, we definitely save a whole day of people's time. I'd say, three to four days a month minimum of someone's time, maybe more. It's a big
improvement."

Read the full review

Dave J.
Help Desk Administrator at a transportation company with 1,001-5,000 employees

★★★★½

"With Automate Joe, we are planning to using account unlock profile in the near future, which will allow us to use SysAid to reset passwords and unlock accounts. This will help on the amount of time that we spend doing this task, because anyone here can get 10 to 15 requests to reset passwords or unlock accounts. Those 10 to 15 calls will probably take like two or three minutes each to start creating a ticket."

Read the full review

Cheryl S.
Director of IT Support Services at University of Michigan School of Business

★★★★½

"Also, the reporting automation is definitely a timesaver because I can set things to run and then I don't have to worry about them unless I need to change a parameter of a report."

Read the full review

Tobias R.
Group Head of IT at Tour Partner Group

★★★★☆

"The automation capabilities save us time. Before, whenever we had to set up any database systems, any new clients, or any new suppliers we work with, we got an email. Everything was typed manually from the requesting user. Everything had to be then done by copy and paste into the right systems and then write back that it's done or that it's not done. Now, with automation, an end-user is created as a new lead in the CRM."

"The service desk automation and orchestration are very good. We are implementing it at the moment. We implemented it for two of our applications already for our CRM. Whenever there's a change in the CRM, it will automate them into SysAid as well.
We have two workflows from our CRM into SysAid, which is very helpful. Overall, we're very happy with the workflow."

"On a weekly basis, we save between five and eight hours per team. We need to get more done with what we are working on together with the SysAid implementation team. This will then save even more
time."

Read the full review

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