NEC

ROBOTIC PROCESS AUTOMATION

IT SYSTEM NOTIFICATION

CHALLENGE

- Critical IT alerts were missed due to the number of calls generated, and human errors leading to missing critical alerts
  - **17 FTEs** working 24x7 continuously monitoring alerts, still missed critical alerts
  - Missed alerts leading to SLA breaches, and customer escalations
- Approximately **£510k** spent annually to monitor alerts and notify right teams for action
- Approximately **£150k** further spent in service credits for missing customer SLAs

SOLUTION

SOLARWINDS ALERT

Alert generated by Solarwinds upon breach of monitoring rules defined.

Process's monitored:

- Application
- Infrastructure
- Networks
- DBA

SERVICE MANAGEMENT

- Alert generated in Solarwinds logged into service management tool for action
- Incident ticket generated and sent to BOT monitored email address

BOT ACTIVATED

BOT processes received email:

- Calls the concerned team as per the nature of ticket received
- Engineer from the concerned team called as per team roster defined in the BOT management portal
- Moves support call to right team's queue

ACTION AUDITS

BOT records all actions performed and processed in the Audit log on management portal.

- Updates audit log, for all number of calls placed & duration of calls
- Updates audit log for IVR option selected by support engineer
- Notifies other teams with emails on actions performed

BOT MANAGEMENT

BOT rosters can be updated to modify the support engineer to be called in a period when an alert is triggered.

- Specific service rosters for each team, with rosters being specific to start & end times
- Access management – with each user only able to view rosters for their teams

IMPACT

- BOT available 24x7 to help address the human errors in missing critical alerts and notifying required teams
- 5 BOTs servicing the entire service monitoring element
- Reallocation of FTEs to more complex activities, thus improving their throughput
- **£500k** in YoY savings

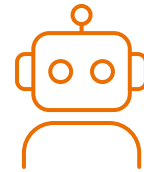# IT SYSTEM NOTIFICATION

Before
with manual effort

Automation Implementation

After
with automation using BOTs

1 YEAR
£660k spend

1 YEAR
£500k YoY savings

POSSIBLE USE CASES

Data de-duplication	Automation of licencing	Automation of rotas
Automation of reporting	Auditing data systems	Supporting the fight against the cyber-crime
Document management	Performing repetitive tasks like data entry	Avoid double key the same information into different systems
Reviewing video	Email processing and auto action	Document processing via OCR