BCU

Automation of Standard Requests

Not for profit and wholely member owned, BCU has over the last 35 years become the fastest growing credit union with $3.2B of assets under their control. BCU utilised the Kelverion Windows Automation Integration Pack to automate their most common requests, inlcuding password resets saving more than 1,500 hours of man time.

The Challenge

With BCU already utilising Microsoft System Center, they began looking to how they can gain more benefit from their IT infrastructure. In particular, how they could rollout self-service automation and fulfil end user requests as quickly as possible. Although Orchestrator offers automation as standard, BCU needed to be able to integrate and link multiple third party systems.

New, different, and more tools weren't an option to BCU as they had made significant investments in the entire System Center suite of tools. The last thing they wanted were solutions that didn't integrate or ones that would require completely new training efforts.

Conferring amongst Microsoft System Center engineers, consultants, and colleagues - several made mention early on that Orchestrator was an acquired product and incorporated by Microsoft into the System Center stack. Searching for a company behind the technology that continued to innovate on top of the System Center platform, leading them to Kelverion.

The Solution

Reaching out to Kelverion, they were able to keep costs low and automate their core IT processes by utilising our Integration Pack for Windows Automation.

The Integration Pack for Windows Automation works by enabling the automation of Windows scripting, using simulated keystrokes, mouse movement and window/control manipulation.

"Without a doubt, what Kelverion has done is complete the Orchestrator story by bringing about the "Last Line of Automation" through a means which requires next to no retraining for those already leveraging Orchestrator."

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The IP enables integration in to third party applications that generally, either do not provide access through a means such as PowerShell or do not have accessible APIs. The result being the time taken to automate, and the level of knowledge required to perform tasks is reduced exponentially.

Through this integration BCU have been able to complete their enterprise automation environment and completely round out their System Center environment.

The Benefits

By implementing the Kelverion IP for Windows Automation, BCU have been able to automate their most repetitive and time heavy IT process'. One example being automating password resets, saving them over 1,500 man hours from one simple automation since the initial implementation.

Easily deployable and seamless to set up, this solution enabled the team at BCU to improve their efficiency and focus on improving IT elsewhere, ultimately greatly increasing the level of service and support that BCU is able to provide to their members.

As BCU expands, not only are they able to add more of their process' into their automation line up through this solution but the time and costs savings as the number of requests put through systems already automated are increased, continously improving the overall ROI gained from its implementation.

"I genuinely can't thank Kelverion and its engineers enough for helping make our Orchestrator deployment what it has become. It is nothing short of an absolute joy to have in our toolkit." - Adam Dzyacky, Senior Cloud Operations Engineer, BCU

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