



Cargill Service Request Automation

Keverion Automation Suite for System Center Solution

With over 160,000 employees and turnover of USD 113bn, Cargill combines 150 years of experience with new technologies and insights to serve as a trusted partner for food, agriculture, financial and industrial customers in more than 125 countries.

Cargill receives thousands of Service Requests per month into their Service Desk and needed to find a robust and cost-effective way of automating these requests which were tying up their IT resources.

The Challenge

Cargill receives service requests from end users via BMC Remedy ARS™. Cargill had chosen Microsoft System Center Orchestrator™ as their automation platform and needed to reliably integrate to BMC Remedy ARS to automate end User Service Requests. Their challenge was their BMC Remedy ARS system was a complex tool to integrate with due to the large number of back end forms.

The Solution

After being introduced to Keverion by other customers who were part of their System Center Orchestrator user group, Cargill selected the Keverion Integration Pack for BMC Remedy ARS as they determined there were no other tools in the market place that provided the ability for System Center Orchestrator to seamlessly integrate with BMC Remedy ARS. Cargill have been using the BMC Remedy ARS integration pack for more than 8 years.

“The BMC Remedy integration pack from Keverion has been solid. The integration pack allows me to do virtually anything that can be done manually in the web console. I love that it automatically populates available values published within the form.”

- Vaughn Nerdahl, TCS @ Cargill

The Benefits

Since implementing the Keverion Integration Pack for BMC Remedy ARS, Cargill has built 164 different automated processes, 66 of them interface with Remedy using over 1,500 individual activities. For example 9,000 software requests are automatically fulfilled per month.

Overall automation saves Cargill over 6,000 man hours per month, which equates to 35 Full Time Equivalent IT resources.

“These automations have saved thousands of FTE hours per year by automating manual work. In addition to reduced workload, our customers experience significantly faster processing of their requests.” - Vaughn Nerdahl, TCS @ Cargill

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