



Global Consumer Products Company

IT Process Automation Assessment

One of the worlds most successful consumer goods companies, this global consumer products group used our IT Process Automation Assessment to discover where they could gain benefit from introducing IT process automation into their business.

The Challenge

The Windows support team needed help to more effectively manage global IT services, such as Citrix desktop virtualisation, VMware and Hyper V infrastructure, SQL database support and general IT management. With a static head count and rising number of tasks, they needed to work smarter to ensure they were able to keep everything running.

With the company looking to save on global costs, a solution was needed sooner than later.

The Solution

To begin to solve their issue, the team engaged with Keverion to deliver an IT Process Automation Assessment, this was done with 2 days on-site and looked through every manual task that the team carried out on a daily basis, creating a chart which showed costs and man hours associated with every task undertaken.

The Benefits

After the two days on-site conducting interviews and running through tasks, the Automation Assessment showed that improvements could be made on multiple fronts. We created an automation project roadmap that enabled the Windows support team to save £1.2m per annum, whilst increasing their efficiency by 28%. In total, the assessment highlighted 70 different process' that would benefit from automation such as provisioning of VMs, reducing provisioning time from 3 weeks to 4 hours.

Overall, with 2 days on site the assessment was able to identify enough process that would benefit from automation to save the equivalent of 14 full time employees work hours, with another 10 FTE time identified for work that would be added as the business expands.