

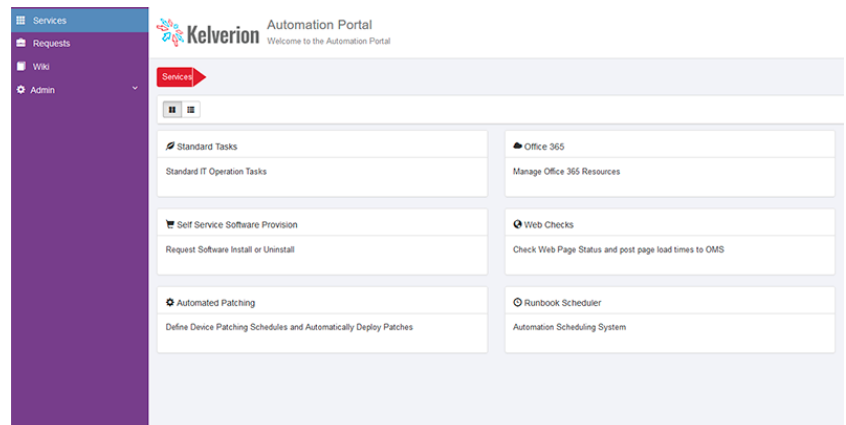
Kelverion

Standard Task Solution

Free up your IT Staff from those irritating repetitive manual tasks

In a modern IT organisation, it's all too common for highly skilled workers to be stuck with mundane, time-consuming, and repetitive tasks like creating Active Directory accounts and resetting passwords. Too often, teams have to manually fulfil service requests which means the service provided can be error prone, resource intensive and take far too long in terms of the end user experience.

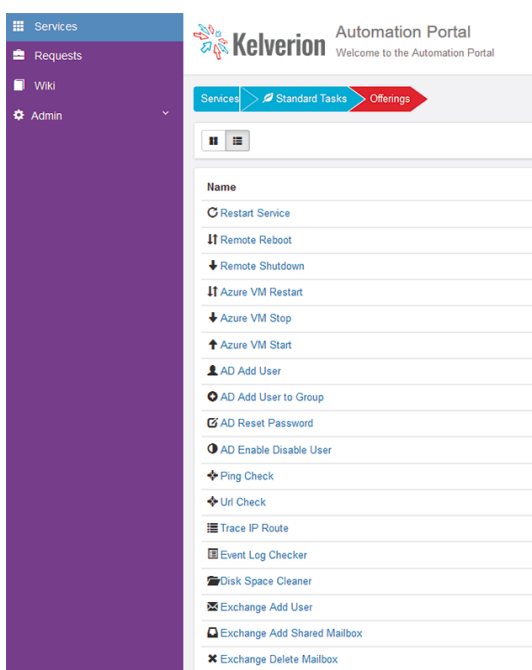
Ultimately, skilled employees spend too much time on administrative tasks and too little time on the strategic projects that generate business value.



How can IT teams overcome these obstacles and free skilled employees from mundane, repetitive tasks and processes? By employing simple self-service IT process automation through Kelverion's Standard Tasks solution, organizations can automate common, frequently occurring IT tasks and workflows. Through this automation, teams can offload labor-intensive efforts and reduce the costs, errors, and risks associated with these efforts.

A typical company of 1500 Users and 200 Servers achieves in excess of 400% ROI from the Standard Tasks solution in year one

The Kelverion solution focuses on automating the fulfilment of common IT requests and processes for end users.



Teams can automate such efforts as account provisioning, password resets, diagnostics and remediation actions.



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As part of the Runbook Suite, the solution provides you with a production ready automation for up to 21 standard tasks. This can be standalone or integrated into your Service Desk's existing service catalogue or approval workflow. This flexible approach utilises existing investment in your service desk to rapidly deliver exceptional end user experience.

The ready to deploy solution provides a lightweight automation portal and pre-built processes to cover the most common service requests which include:

Remote Server Management Actions

Remote Reboot
Remote Shutdown
Azure VM Restart
Azure VM Stop
Azure VM Start

Active Directory User Management

Add User
Add User to Groups
Remove User from Groups
Add Group Members
Remove Group Members
Reset Password
Enable / Disable User

Diagnostics and Remediation Actions

Restart Service
Trace IP Route
Event Log Checker
Disk Space Cleaner
Ping Check
URL Check

Exchange Account Creation

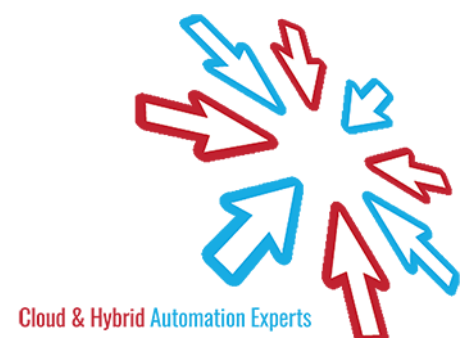
Add User
Add Shared Mailbox
Delete Mailbox

SOLUTION IMPLEMENTATION

The solution is available on it's own or as a Kelverion lead installation and configuration. In this option you provide Kelverion with remote access to your environment and then a Kelverion consultant will lead the installation and configuration of the solution into your environment and you will provide the subject matter expertise around your around your IT Systems configuration.

The solution will require a Virtual or Physical machine in your datacentre with internet access for on premise Runbook execution.

The solution implementation service is valid for 3 months from solution purchase.



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SCOPE OF THE KELVERION JUMP START

The scope of the Kelverion led implementation is defined as:

1. Deployment into a single Azure Automation Account only
2. Integration of the solution with one Azure Compute Subscription
3. Configuration of the integration to the Kelverion Automation Portal as an Azure Web App
4. Configuring of the Hybrid Worker machine
5. Configuration of the Runbooks to interact with you infrastructure
6. An Approved User will enter the Kelverion Automation Portal and request the execution of a Standard Task, thus creating a new Request in the Portal
7. Azure Automation to detect the request and execute the standard task.
8. Azure Automation to mark Request as complete when User Created

You are responsible for:

- Configuring the Azure Subscription, Resource Groups, Automation Account
- Granting Kelverion access to your Azure Subscription and on premise infrastructure
- Provision of a machine to host the Hybrid Worker
- User Account creation which automation will use to undertake the Standard Tasks
- You have manually tested that User Account provided can successfully under take the Standard Task actions

Kelverion are an established Independent Software Vendor specialising in IT Automation solutions. Kelverion provides software and specialist consultancy solutions for Microsoft Azure and the Microsoft System Center suite.

Find out more at <http://www.kelverion.com>

